



ILLINOIS OFFICE OF THE COMPTROLLER

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Illinois Debt Recovery Offset Portal

# IDROP 2.3

# User Guide

ILLINOIS DEBT RECOVERY OFFSET PORTAL

# User Guide

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325 West Adams  
Springfield, Illinois 62704

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## Getting Started

Welcome to the Illinois Debt Recovery Offset Portal (IDROP). This portal will provide you with all of the tools necessary to enter, submit and manage debts filed for offset from State-issued payments through the Illinois Office of the Comptroller (IOC).

### Registering for IDROP

The first step in using IDROP is to inform IOC of your entity's Chief Officer and Entity Coordinator (see pg. 13 for definition of roles). These two roles will be charged with administering IDROP for your entity by managing user access privileges and granting file submission authority.

During the enrollment process, the Chief Officer and Entity Coordinator are identified on the IDROP User Authorization form (form 501i). This form must be signed by the Chief Officer and provided to your Program Manager or directly to the IOC office. Once received by IOC, these two users will be provided user accounts to IDROP. The Entity Coordinator can then add all additional users via the user maintenance features defined in *User Maintenance*, page 11. The Chief Officer, and only the Chief Officer, then must grant the authority to submit debt claims on the entity's behalf to specific users, as described in *To Authorize Submission of Claims*, page 24.

With these preliminary steps, you are ready to begin using the portal for management of your debt claims online.

## What IDROP Offers

IDROP offers comprehensive online management tools to claiming entities participating in IOC offset programs.

- **Claim Management**

Claiming entities can add, change, or delete debt claims filed with IOC. IDROP validates the debt claim details and then updates the Statewide Accounting Management System, known as SAMS. For more information see *Debt Claim Maintenance*, page 28.

- **Current Claim Data**

Debts on file with IOC can be viewed online by all entity users. This information will be updated **daily** by the Statewide Accounting Management System (SAMS), offering up-to-date details of any activities related to the claim. The match file, which is a downloadable file detailing all of your currently active claims, can now be retrieved daily. For more information, see *Viewing Claim Details*, page 30.

- **Claims Search Features**

The Search features of IDROP provide you with the power to search for individual claims by Debtor ID (TIN or a unique identifier), Debtor Name, Debt Confirmed Dates, Status, etc. In addition, the search feature provides basic ad hoc reporting capabilities, allowing you to identify a group of records and export that list to an Excel spreadsheet for further analysis. For more information see *Searching for a Claim*, page 29.

- **Reporting**

Notifications of activity pertaining to claims on file as well as summary reports are readily available in the Documents tab of your entity home page. For more information, see *Notifications*, page 58.

- **Security**

The IDROP portal provides several layers of security to guarantee that the data transmitted between you, the claiming entity, and IOC, is safe and secure. These measures include:

- Secure transfer protocols of the various incoming and outgoing files containing the debt claims,
- Grant-only access privileges and comprehensive user administration features,
- Password encryption and validation rules,
- Integration of registration and authentication measures at login.

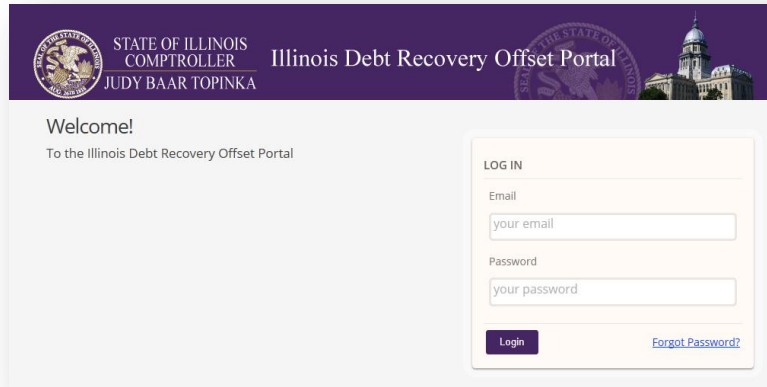
For more information see *User Maintenance*, page 10.

## Logging in to IDROP

You will be notified by email that you have been granted access to the IDROP system. This notification includes instructions and a link to access the interface.

### To Access the System

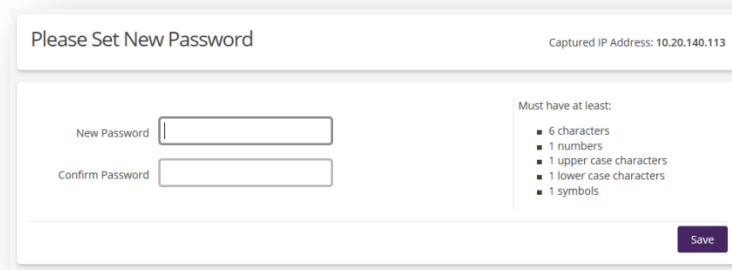
1. Access the portal at <https://idrop.ioc.state.il.us/>. The Welcome page appears:



The screenshot shows the 'Welcome!' page of the Illinois Debt Recovery Offset Portal. The header features the State of Illinois seal and the text 'STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA' and 'Illinois Debt Recovery Offset Portal'. Below the header, the text 'Welcome!' and 'To the Illinois Debt Recovery Offset Portal' is displayed. On the right, there is a 'LOG IN' section with input fields for 'Email' (placeholder: 'your email') and 'Password' (placeholder: 'your password'). Below these fields are a 'Login' button and a 'Forgot Password?' link.

### To Login

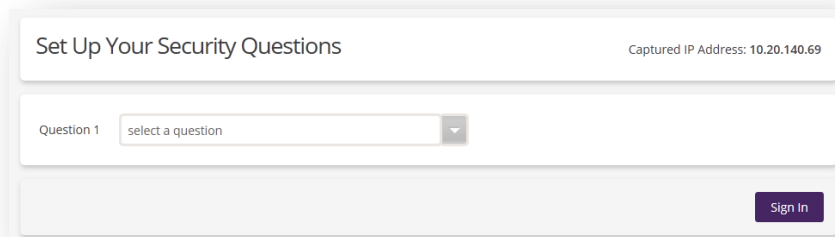
1. Enter your assigned log in name (which should be the email under which you are registered).
2. Enter the default password provided to you in your IDROP notification.
3. Click **Login**. If this is your first login attempt, the system will require that you reset the password. Note the following rules apply to creating a password:
  - Minimum of 6 characters
  - At least 1 upper case
  - At least 1 lower case
  - At least 1 number
  - At least 1 special character



The screenshot shows the 'Please Set New Password' form. The title 'Please Set New Password' is at the top left, and 'Captured IP Address: 10.20.140.113' is at the top right. The form has two input fields: 'New Password' and 'Confirm Password'. To the right of these fields, a list of requirements is shown: 'Must have at least:' followed by a bulleted list: '6 characters', '1 numbers', '1 upper case characters', '1 lower case characters', and '1 symbols'. A 'Save' button is located at the bottom right of the form.

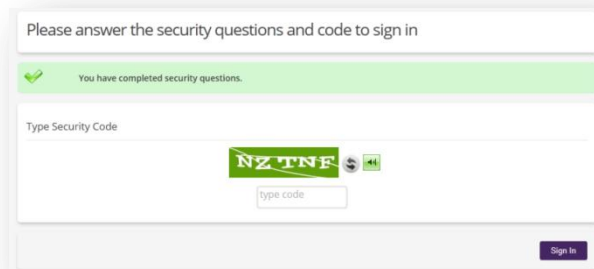
### To Define Security Question Responses

When you first access the IDROP system, you will be prompted to provide responses to a three security questions. These responses will be used for authentication purposes should you, or anyone else, attempt to access your account from a different computer. Note that after you have established these responses, you can revisit them on the Entity Profile page described on page 16. This is a one-time setup process. These questions will not reappear unless you attempt a login from a different computer.



The screenshot shows a web form titled "Set Up Your Security Questions". In the top right corner, it displays "Captured IP Address: 10.20.140.69". Below the title, there is a section for "Question 1" with a dropdown menu currently showing "select a question". At the bottom right of the form is a purple "Sign In" button.

After responding to these questions with your initial login, and in subsequent logins from a different computer, you must then verify the content of a real user verification image, demonstrated below. This ensures that an attempt to access the system is not being made by automated software.

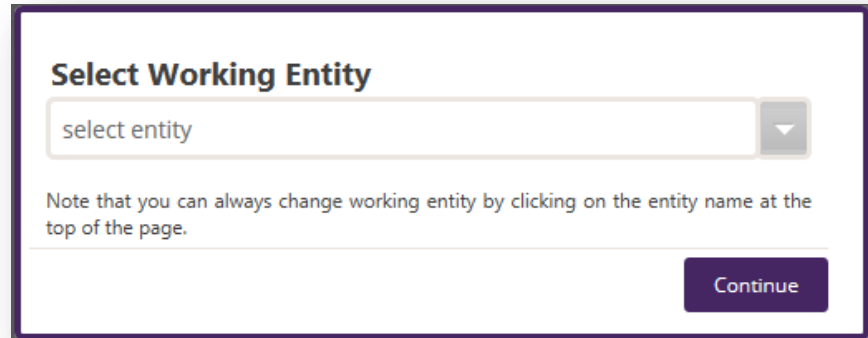


The screenshot shows a verification screen with the heading "Please answer the security questions and code to sign in". A green banner with a checkmark icon states "You have completed security questions." Below this, the text "Type Security Code" is followed by a large verification image. The image contains the text "NZTNE" in a stylized font, along with a dollar sign and a small icon of a person. Below the image is a text input field with the placeholder "type code". A purple "Sign In" button is located at the bottom right.



## Selecting an Entity

If you are associated with more than one claiming entity, you may be asked to select the desired entity with which you will be working. You can change your working entity at any time.

A screenshot of a web dialog box titled "Select Working Entity". It features a dropdown menu with the text "select entity" and a downward arrow. Below the dropdown is a note: "Note that you can always change working entity by clicking on the entity name at the top of the page." At the bottom right of the dialog is a purple button labeled "Continue".

**Select Working Entity**

select entity ▼

Note that you can always change working entity by clicking on the entity name at the top of the page.

Continue

### To Select a Different Entity

After initial login, you can choose to work with another entity by selecting the desired entity from the Change option.

1. Click **Change** near the entity name at the top of the page. The Select Working Entity dialog box shown above reappears. This list includes only those entities to which you have authorization.
2. Select the desired entity from the list.
3. Click **Continue**. The data will be refreshed to reflect the selected entity's activity.

## Completing a Test Cycle

As a new participant in IDROP, you must first complete a test cycle of all file submissions to ensure that all data you provide to the IOC can be successfully processed and allow you to learn how to use IDROP in a test environment. Throughout the test cycle process, you will be contacted by both your program manager (local entities only) and additional IOC staff to assist and guide you through each step.

Completing a Test Cycle requires you to complete the following:

- 1. PreAdd Test (if applicable):**

This step is only required if you report debt by a unique identifier (instead of a tax identification number). The PreAdd file test submission is described in *Creating a PreAdd Claim*, page 31. This process allows IOC to determine if we can identify your debtor. Once your debtor has been successfully identified, you can then proceed with adding claims to our system.

- 2. Add Test:**

Complete an Add file test submission as described in *Creating an Add Claim*, page 36. This process adds the debt as an offset claim in our payment system so that, in the event we issue a payment to this debtor, the debt amount (or some portion of it) can be withheld from the payment.

- 3. Change Test:**

Complete a Change file test submission as described in *Changing Claims*, page 44. This process allows you to report to the IOC changes in the claim balance, such as payment received or balance reduction or increase.

- 4. Delete Test:**

Complete a Delete file test submission as described in *Deleting Claims*, page 48. If a claim has been satisfied by the debtor or was filed incorrectly, you can request that the claim be removed from the system to avoid further offsets and potential refunds.

- 5. Confirmation:**

Once each of these tests have been successfully completed, provide an email confirmation to IOC confirming that you were satisfied with the results of each process. With this in place, along with the filing of any necessary paperwork, you can then be moved to production and debt recovery can begin.

## Entity & User Maintenance

*The features described in this Chapter may be restricted to specific user roles in the system. Refer to the Access sidebar note you will find displayed near each procedure to determine what roles have the authority to conduct that procedure.*

**E**ntity Maintenance and User Maintenance features are included to allow you to manage your entity without the aid of a System Administrator from the Illinois Office of the Comptroller.

In this Chapter...

- **Claiming Entity Maintenance**
  - Viewing Claiming Entity Details
- **User Maintenance**
  - Viewing a List of Entity Users
  - Adding Users
  - Viewing a User Profile
  - Deactivating Users
  - Assigning Entities to Existing Users
  - Authorizing Users to Submit Claims

# Claiming Entity Maintenance

A claiming entity is configured by a System Administrator at IOC during the enrollment process based upon information gathered during enrollment. Once in IDROP, these entity details cannot be modified by entity users. Modifications to these details must be requested through IOC to ensure these remain consistent with the SAMS, the Statewide Accounting Management System.

## Entity Details View

Claiming Entity profile details can be viewed by any user associated with that entity. Maintenance of this information is performed by System Administrators from IOC.

### ACCESS

Chief Officer  
Entity Coordinator  
Entity User



### Shortcut...

Click the entity name at the top of your view to access the Entity Details view for that entity.

## Viewing Claiming Entity Details

### All Users:

1. Select the **Entity** menu. A list of associated claiming entities appears.
2. Select the desired claiming entity. The Claiming Entity profile appears, displaying the **Details** tab by default.

STATE OF ILLINOIS  
COMPTROLLER  
JUDY BAAR TOPINKA

Illinois Debt Recovery Offset Portal

77712 - Sample Local Entity Department of Sample

Welcome Sample User | Log Out

[Home](#) [Claims](#) [Reports](#) [Search](#) [Entity](#) [Contact Us](#)

Details

Users

Name77712 Sample Local Entity

DepartmentDepartment of Sample

State/LocalLocal Entity

CategoryMunicipality

Carry TIN

Allow Refund

Transmission ModeTEST

Debt Reason Codes

AUUTILITY BILLING

AWUTILITY BILLING & REFUSE

Authorized Deputies

NameEffective

Chief Officer

Entity Coordinator

Program Managers

No program managers

Latest Claim Submissions

Add Claims

No submissions

Change Claims

No submissions

Delete Claims

No submissions

Latest Notifications

Offset

No notifications

Consolidated Payment

No notifications

Protest Listing

No notifications

Outstanding Claims

Amount

\$0.00

Number of Claims

0

Outstanding Protests

Amount

\$0.00

Number of Claims

0

**As an Entity Coordinator or Chief Officer:**

1. Select the **Administration | Claiming Entities** menu option. A list of associated claiming entities appears.
2. Select the desired claiming entity. The Claiming Entity profile appears, displaying the **Details** tab by default.

## User Maintenance

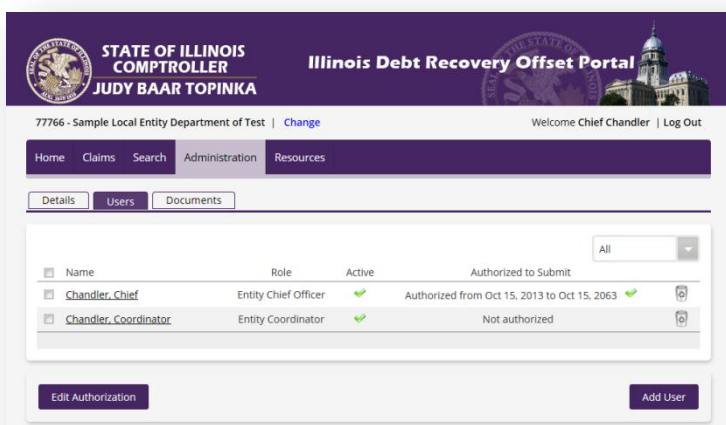
### User List

The User List is a tab available on the Entity Details view and displays all users associated with the claiming entity. Included in this list is the role assigned to each user, the user's status and their submission authority setting. By default, active users are listed; however, a filter above the grid allows you to view all users, including those who are no longer active.

### Viewing a List of Entity Users

#### As an Entity User:

1. Select the **Entity** menu. A list of associated claiming entities appears.
2. Select the desired claiming entity. The Claiming Entity profile appears, displaying the Details tab by default.
3. Select the **Users** tab. The User List appears.



#### As an Entity Coordinator or Chief Officer:

1. Select the **Administration** menu. A secondary menu appears.
2. Select **Entity List** from the menu. The Claiming Entity's search screen appears.
3. Enter the Entity ID or name of the entity, clicking **Search**. A list of claiming entities matching the entered criteria appears.
4. Select the desired claiming entity. The Claiming Entity profile appears, displaying the **Details** tab by default.

5. Select the **Users** tab. The User List appears. Note that the Edit Authorization option shown below is enabled only for the Chief Officer to allow modifications to submission authority.

DetailsUsersDocuments

All

Name	Role	Active	Authorized to Submit	
<input type="checkbox"/> Coordinator, Entity	Entity Coordinator	✔	Authorized from Jul 17, 2013 to Jul 17, 2063 ✔	
<input type="checkbox"/> Officer, Chief	Entity Chief Officer	✔	Authorized from Jul 17, 2013 to Jul 17, 2063 ✔	
<input checked="" type="checkbox"/> User_Test	Entity User	✔	Not authorized	

Edit AuthorizationAdd User

**Understanding User Roles**

There are three roles available to entity users:

**Chief Officer:**

The Chief Officer has access all features of IDROP, including entity and user maintenance, as well as maintaining and submitting debt claims to IOC. There may be only **one** active Chief Officer at any given time within an entity. This user should represent the individual with signature authority for the entity and is typically the individual named in the enrolling documents and Intergovernmental Agreements (IGA), where applicable.

The Chief Officer has the unique authority to delegate deputies to submit claims on their behalf. Only the Chief Officer can assign this authority to other users, however the Entity Coordinator can revoke that authority.

**Entity Coordinator:**

The Entity Coordinator has all of the administrative privileges as the Chief Officer however cannot delegate signature authority. Generally the Entity Coordinator will add users and manage access to IDROP. The Entity Coordinator can add claims to the pending queues however, unless authorized by the Chief Officer, cannot submit that information to IOC.

**Entity User:**

The Entity User can manage claim data (add, change and delete) as well as view all other information in the system. The Entity User can add claims to the pending queues however, unless authorized by the Chief Officer, cannot submit that information to IOC.




**Adding a New User**

**From the Users List** (from page 10)

1. Select **Add User** beneath the list. The Search User view appears.

ACCESS
Chief Officer Entity Coordinator <del>Entity User</del>

2. Enter a partial name or email address, then click **Search User**. The system will determine if the user already exists. If found, the user(s) will return for your selection. If no matching users exists, you can proceed with creating a new user.

 No users found.

3. Select the **New User** option, or if appropriate, select from the list of users returned from the search above. The Add User view appears.

The screenshot shows a web application interface with a dark purple navigation bar at the top containing links: Home, Claims, Reports, Search, Administration, Profile, and Contact Us. Below the navigation bar, the page is divided into two main sections: 'New User' and 'Profile'.

The 'New User' section contains five text input fields: 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm Password'. The 'Profile' section contains four controls: an 'Active' checkbox, a 'Receive Notifications' checkbox, a 'Data Input Method' dropdown menu set to 'Manual', and a 'Role' dropdown menu set to 'Entity Coordinator'. At the bottom right of the form is a purple 'Save' button.

4. Enter user details. All fields are required. If you are a Chief Officer, the Authorize to Submit option is also available, allowing you to delegate signature authority.
5. Click **Save**. The User List reappears and now includes the new user.

The screenshot shows a web application interface with a dark purple navigation bar at the top containing links: Details, Users, and a dropdown menu. Below the navigation bar, the page is divided into two main sections: 'Details' and 'Users'.

The 'Users' section contains a table with the following columns: Name, Role, Active, and Authorized to Submit. The table lists five users: Flintstone, Fred; Officer, Chief; Smith, James; User, Entity; and User, Sample. The 'Active' column for all users shows a green checkmark. The 'Authorized to Submit' column shows 'Not authorized' for Flintstone, Fred, User, Entity, and User, Sample, and 'Authorized from Jul 08, 2013 to Jul 08, 2063' for Officer, Chief. At the bottom right of the table are two buttons: 'Edit Authorization' and 'Add User'.

Name	Role	Active	Authorized to Submit
Flintstone, Fred	Program Manager	✓	Not authorized
Officer, Chief	Entity Chief Officer	✓	Authorized from Jul 08, 2013 to Jul 08, 2063 ✓
Smith, James	Entity Coordinator	✓	Authorized from Jul 01, 2013 to Jul 01, 2063 ✓
User, Entity	Entity User	✓	Not authorized
User, Sample	Entity User	✓	Not authorized

ACCESS
<div>Chief Officer</div> <div>Entity Coordinator</div> <div>Entity User</div>

## User Details

The User Detail view displays your individual user configuration. This view can be accessed from the User List, page 10. You can update certain user details; however, some details are maintained by a system administrator.

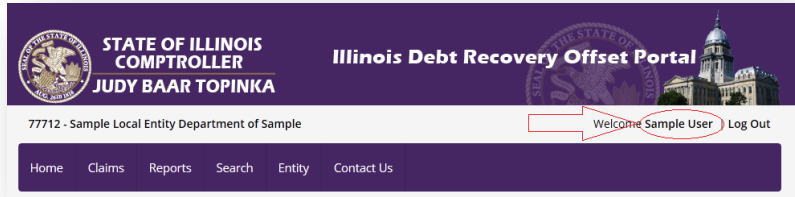
The User Profile view includes a series of tabs providing details related to the current user:

- **Details:** The configuration settings that apply to the user.
- **Associated Entities:** Identifies the claiming entities to which the user has access.
- **Logs:** Tracks all activity in the system by the user.
- **Security Questions:** Allows user to review or update the responses provided to the authentication questions for the account.

Note that only the Chief Officer can assign submission authority; however, both the Entity Coordinator and Chief Officer can revoke that permission. For more information, see *Authorizing for Submission of Claims*, page 24.

## Viewing Your User Profile

1. Click your name in the header area.



The User Details view appears. There are four tabs of information available:

**Note:** You can also click on your name from the User List to access your User Profile.

- **Details:**

The Details tab lists the user preferences and definition for the selected user. If you are viewing your own profile, the Edit option is available to allow profile updates.

- **Associated Entities:**

The Associated Entities tab lists the claiming entities with which you are associated. You may be associated with multiple entities and can toggle between them while logged in by selecting the **Change** option near the entity name at the top of your view.

Entity User Details

Back to User List

DetailsAssociated EntitiesLogsSecurity Questions

Entity ID

All

Search

Entity Name

20110 - CITY OF CHICAGO

Allow Submit

1

Page size: 20

1 items in 1 pages

- **Logs:**

The Logs tab provides a historical log of your activity in the system. This information cannot be modified.

Details	Associated Entities	Logs
Fri, Feb 28, 2014 03:36 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 03:34 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 03:34 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 03:32 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 03:31 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 03:28 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 03:27 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 02:50 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 02:50 PM	User Logged in from 98.223.169.130	
Fri, Feb 28, 2014 02:49 PM	User Logged in from 98.223.169.130	
Thu, Feb 27, 2014 01:52 PM	Chief Chandler (Chief@77766.com) sent a refund request for claim (Unique ID=5018815220 and IW Number=04863459)	
Thu, Feb 27, 2014 01:52 PM	Sent refund request for claim with IW Number 04863459[Entity 70110 CITY OF CHICAGO ] to Adjudication Staff (LDRP-Adjudication@mail.ioc.state.il.us)	
Thu, Feb 27, 2014 01:27 PM	User Logged in from 10.20.140.69	
Thu, Feb 27, 2014 12:26 PM	Sent refund request for claim with IW Number 05580954[Entity 70110 CITY OF CHICAGO ] to Adjudication Staff (LDRP-Adjudication@mail.ioc.state.il.us)	
	Chief Chandler (Chief@77766.com) sent a refund request for claim (Unique ID=5012582050 and IW	

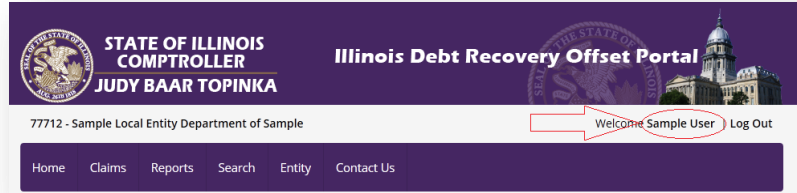
- **Security Questions:**

The Security Questions tab allows you to review or update the questions and responses to the user authentication questions presented to you during your first login or when attempting to log in from a new computer.

The screenshot shows a web interface with four tabs: 'Details', 'Associated Entities', 'Logs', and 'Security Questions'. The 'Security Questions' tab is active. It contains three questions, each with a dropdown menu and a text input field. All dropdowns are set to 'default'. The questions are: 'Question 1: What is your maternal grandmother's maiden name?', 'Question 2: What was your dream job when you were a child?', and 'Question 3: What was the name of the street you grew up on?'. An 'Update' button is located at the bottom right of the form.

### Editing Your User Profile

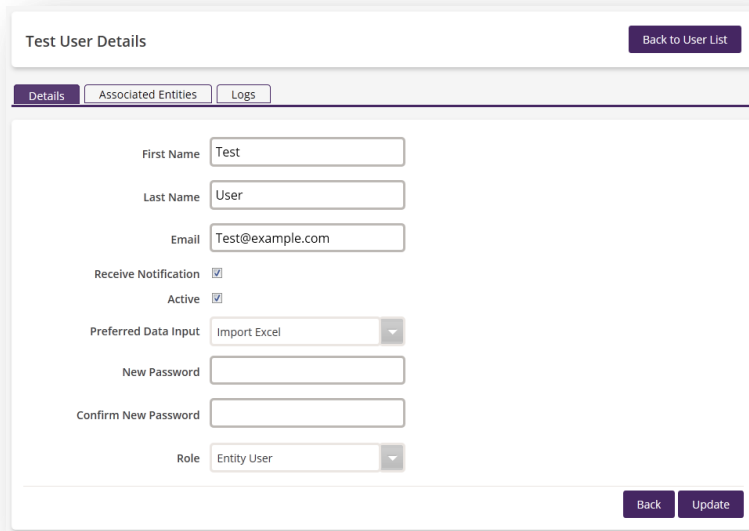
1. Click your name in the header area.



The User Details view appears.

The screenshot shows the 'Test User Details' view. It has a 'Back to User List' button at the top right. Below the title bar, there are three tabs: 'Details', 'Associated Entities', and 'Logs'. The 'Details' tab is active. It displays user information in a list format: 'Name: Test User', 'Email: Test@example.com', 'User Role: Entity User', 'Receive Notification: [checkmark]', 'Active: [checkmark] (with a red arrow pointing to it)', 'Preferred Data Input: Import Excel', 'Password Expiration: May 19, 2014', 'Authorized IP', and 'Last Login'. An 'Edit' button is located at the bottom right.

2. Click **Edit**. The Details fields become enabled for changes.

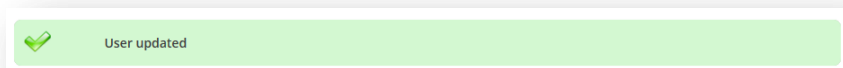


The screenshot shows a web form titled "Test User Details". At the top right is a "Back to User List" button. Below the title is a tabbed interface with three tabs: "Details" (selected), "Associated Entities", and "Logs". The "Details" tab contains the following fields:

- First Name: Text input with "Test"
- Last Name: Text input with "User"
- Email: Text input with "Test@example.com"
- Receive Notification: Checkmark ☒
- Active: Checkmark ☒
- Preferred Data Input: Dropdown menu with "Import Excel" selected
- New Password: Text input (empty)
- Confirm New Password: Text input (empty)
- Role: Dropdown menu with "Entity User" selected

At the bottom right of the form are two buttons: "Back" and "Update".

3. Update user profile information. Click **Update** when complete. A message confirms that changes were saved.



ACCESS
Chief Officer
Entity Coordinator
Entity User

### To Deactivate a User Globally

To deactivate a user, preventing all access to IDROP, use this option. If you wish to inactivate a user for a single entity, leaving access to other entities active, see *To Remove an Entity from a User*, page 23.

1. From the Entity Profile view, select the **Users** tab. A list of currently active users appears.

Details

Users

Documents

All

Name	Role	Active	Authorized to Submit	
<input type="checkbox"/> <u>Coordinator, Entity</u>	Entity Coordinator	✓	Authorized from Jul 17, 2013 to Jul 17, 2063 ✓	
<input type="checkbox"/> <u>Officer, Chief</u>	Entity Chief Officer	✓	Authorized from Jul 17, 2013 to Jul 17, 2063 ✓	
<input checked="" type="checkbox"/> <u>User, Test</u>	Entity User	✓	Not authorized	

Edit Authorization

Add User

2. Select the desired user's name. The User Details view appears.

Test User Details Back to User List

Details

Associated Entities

Logs

Name

Test User

Email

Test@example.com

User Role

Entity User

Receive Notification

✓

Active

✓

Preferred Data Input

Import Excel

Password Expiration

May 19, 2014

Authorized IP

Last Login

Edit

3. Select the **Edit** option. The fields enable for modification.



Test User Details

Back to User List

Details

Associated Entities

Logs

First Name

Test

Last Name

User

Email

Test@example.com

Receive Notification

☐

Active

☒

Preferred Data Input

Import Excel

New Password

Confirm New Password

Role

Entity User

Back

Update

4. Clear the Active checkbox and select **Update**. The User is removed from the list of Active users. All associations to entities are terminated.


Active Users

Name	Role	Active	Authorized to Submit
<input checked="" type="checkbox"/> Coordinator_Entity	Entity Coordinator	✓	Not authorized
<input checked="" type="checkbox"/> Officer_Chief	Entity Chief Officer	✓	Authorized from Jul 17, 2013 to Jul 17, 2063 ✓

Edit Authorization

Add User

If the inactivated user has no active entity associations and attempts to login to IDROP, the following message will appear:



You are not associated with any entity registered with IDROP. Please contact IDROP administrator to set up proper access

**To Associate a User to Additional Entities**

1. From the User Details view, select the **Associated Entities** tab. A grid appears listing all entities currently associated with the selected user.

ACCESS	
Chief Officer	
Entity Coordinator	
Entity User	

DetailsAssociated EntitiesLogs

Entity ID

All

Search

Entity Name

Allow Submit

☐ 77711 - Test Local Entity

Authorized from Jul 17, 2013 to Jul 17, 2063

Delete

Map New Entity

2. To grant a user access to an additional entities, click **Map New Entity**, in the lower right. An option to name additional entities appears:

Enter Claiming Entity Agency IDs to link

☐ Authorize to submit claims

Cancel

Add

3. Enter the five-digit claiming entity ID of the entity to be added. Use commas to separate multiple entity IDs.
4. Click **Add**. The new entities appear in the associated entities grid.

DetailsAssociated EntitiesLogs

Successfully linked entities to user

Entity ID

All

Search

Entity Name

Allow Submit

☐ 77711 - Test Local Entity

Authorized from Jul 17, 2013 to Jul 17, 2063

☐ 77755 - Test Pilot

Delete

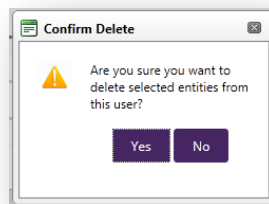
Map New Entity

#### To Remove an Entity from a User

1. Access the desired User's Profile. To open the profile, click the user's name from the user list.
2. Select the Associated Entity's checkbox. The list of entities to which the user is mapped appears.
3. Select the checkbox associated with the appropriate entity (i.e. the entity in which the user will no longer be active).



4. Click **Delete**. The system requires that you confirm the delete the action.



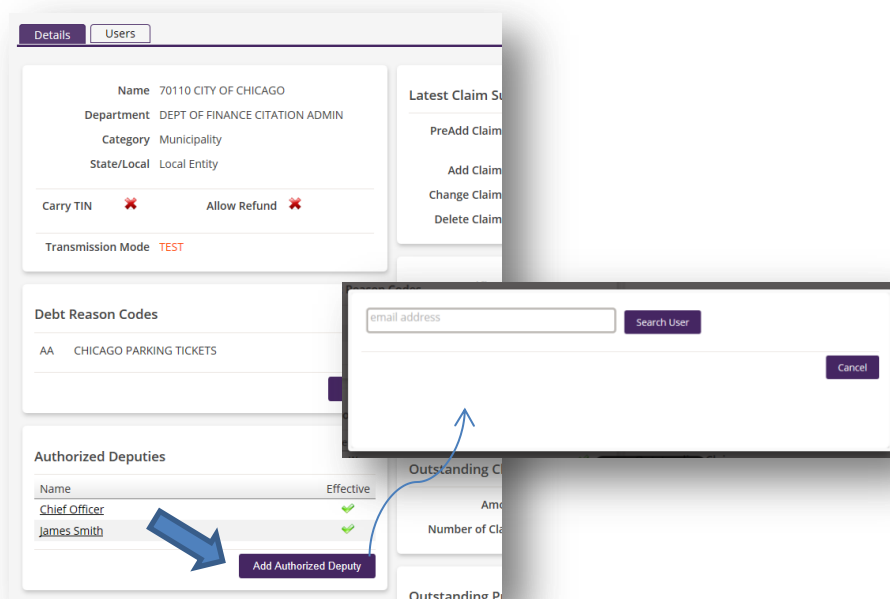
5. Click **Yes**. The user is no longer listed in the Active User view. The deleted user will be denied access to the system if no other entity associations exist for that user.

ACCESS
<div>Chief Officer</div> <div>Entity Coordinator</div> <div>Entity User</div>

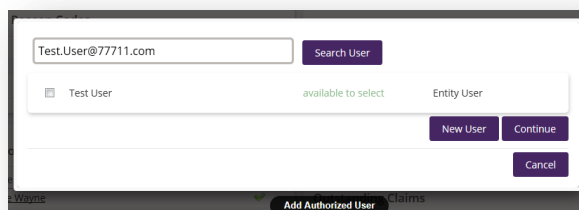
### To Authorize Submission of Claims (Chief Officer Only)

The authority to submit gives the user the ability to submit claims to the IOC on behalf of the entity. This delegation can be granted **only** by the Chief Officer of the entity who can designate this signature authority to one or more users. The Chief Officer will also have the authority to submit claims.

- From the Entity Profile view, Details tab, select the **Add Authorized Deputy** option from the Authorized Deputies section. A Search User message will appear.



- Enter the email address (full or partial) or name of the user to be granted submission privileges. Select **Search User** to determine if the user exists.
  - If users exist**, the system displays possible users matching the criteria.



Select the desired user and click **Continue**. You can update the authorization effective dates on the screen that follows to grant file submission authority to the user. Note that the expiration date defaults to 50 years from the effective date. You can override this date, if desired.

First Name  
Test

Last Name  
User

Email  
Test.User@77711.com

**Profile**

Active ☒

Receive Notifications ☐

Data Input Method

Role

☒ Authorize to submit

Effective from

Effective to

Search Again Cancel Save

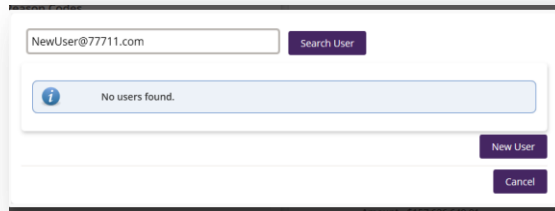
Add Authorized User

Click **Save**. The new user is added to the list of Authorized Deputies and will be allowed to submit claims to IOC on the entity's behalf.

Name	Effective
<a href="#">Bruce Wayne</a>	✓
<a href="#">Alfred Smith</a>	✓
<a href="#">Mike Moore</a>	✓
<a href="#">Test User</a>	✓

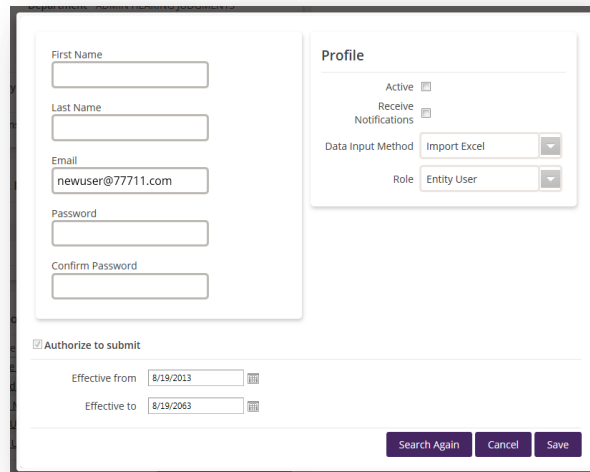
Add Authorized Deputy

- If no matching user exists in the IDROP database, you may create a new user.



The screenshot shows a search results window. At the top, there is a search bar containing the text 'NewUser@77711.com' and a 'Search User' button. Below the search bar, a message box with an information icon and the text 'No users found.' is displayed. At the bottom right of the window, there are two buttons: 'New User' and 'Cancel'.

Select **New User**. The New User window appears, defaulting to the search criteria you entered.



The screenshot shows the 'New User' window. It has two main sections. The left section contains input fields for 'First Name', 'Last Name', 'Email' (pre-filled with 'newuser@77711.com'), 'Password', and 'Confirm Password'. The right section, titled 'Profile', contains checkboxes for 'Active' and 'Receive Notifications', a dropdown for 'Data Input Method' (set to 'Import Excel'), and a dropdown for 'Role' (set to 'Entity User'). Below these sections, there is a checkbox for 'Authorize to submit' and two date fields for 'Effective from' (8/19/2013) and 'Effective to' (8/19/2063). At the bottom right, there are three buttons: 'Search Again', 'Cancel', and 'Save'.

Enter all user details and click **Save**. The user is added to the list of Authorized Deputies.

ACCESS	
Chief Officer	
Entity Coordinator	
Entity User	

**To Revoke Submission Authority**

The ability to submit claims is granted by the Chief Officer only, however it can be revoked by either the Chief Officer or the Entity Coordinator. Removing this authority will not deactivate the user; the user can continue to manage claims, however, cannot submit pending queues to IOC.

1. From the Entity Profile view, Users tab, select the desired user from the list.

DetailsUsersDocuments

All

Name	Role	Active	Authorized to Submit
<input type="checkbox"/> Morse, Ralph	Entity Chief Officer	✔	Not authorized
<input type="checkbox"/> Smith, Alfred	Entity Coordinator	✔	Not authorized
<input checked="" type="checkbox"/> Test, Multiple User	Entity User	✔	Authorized from Sep 26, 2013 to Sep 26, 2063 ✔
<input type="checkbox"/> Wayne, Bruce	Entity Chief Officer	✔	Authorized from Sep 26, 2013 to Sep 26, 2063 ✔

Edit AuthorizationAdd User

2. Select the **Edit Authorization** option beneath the grid. The Edit Authorization fields appear.

Edit

NameMultiple User Test

Authorized to Submit☒

Effective from9/26/2013

Effective to9/26/2063

CancelUpdate

3. Clear the Authorized to Submit checkbox. The date fields are hidden and the checkbox cleared.

Edit

NameMultiple User Test

Authorized to Submit☐

CancelUpdate

4. Select **Update**. The user authority to submit status is reflected in the User List.

DetailsUsersDocuments

All

Name	Role	Active	Authorized to Submit
<input type="checkbox"/> Morse, Ralph	Entity Chief Officer	✔	Not authorized
<input type="checkbox"/> Smith, Alfred	Entity Coordinator	✔	Not authorized
<input type="checkbox"/> Test, Multiple User	Entity User	✔	Not authorized
<input type="checkbox"/> Wayne, Bruce	Entity Chief Officer	✔	Authorized from Sep 26, 2013 to Sep 26, 2063 ✔

Edit AuthorizationAdd User

## Debt Claim Maintenance

*The debt claim maintenance features of the IDROP application are the primary tools offered by the application.*

**D**ebt Claim Maintenance includes the various processes necessary to add, change or delete debt claims and submit them to the Illinois Office of the Comptroller.

In this Chapter...

- View Claims
  - Viewing the Claim Queues
  - Searching for Claims
  - Viewing Claim Details
- Adding Debt Claims
  - Creating PreAdd Claims
  - Creating Add Claims
- Changing Claim Records
- Deleting Claims



## Searching for a Claim

### ACCESS

Chief Officer  
Entity Coordinator  
Entity User

1. Select the **Search | Claims** menu option.  
The Search Claims view appears.

Search Claims

Debtor ID, Debtor Name, IW Number, Debt Identifier

Claim Status: All Claim Statuses

Debt Reason Codes: All Debt Reasons

Debt Confirmed Dates: to

☐ Show Only Aged Out Debt

Search

2. Enter search criteria and click **Search**. Claims matching the criteria provided are listed. For more effective searches, see *Searching Tips* below.

<input type="checkbox"/>	Debtor ID	IW Number	Debtor Name	Reason	Claim Amount	Debt Balance	Debt Confirmed	Status
<input type="checkbox"/>	<a href="#">024-56-3251</a>	05103137	LINCOLN ABRAHAM	LR - LOCAL DEBT RECOVERY	\$10.00	\$10.00	03/15/2012	A
<input type="checkbox"/>	<a href="#">025-08-7749</a>	05103138	FLINSTONE FRED	LR - LOCAL DEBT RECOVERY	\$109.00	\$109.00	03/15/2012	A
<input type="checkbox"/>	<a href="#">025-46-3699</a>	05103139	HOWELL III THIRSTON	LR - LOCAL DEBT RECOVERY	\$358.00	\$358.00	03/15/2012	A

10000 items in 1000 pages

Change Delete

3. The user can select multiple claims using the selection checkboxes at the left or may view an individual claim by clicking the Debtor ID from the list.

### Searching Tips

- Use unique criteria, such as IW Number or Debtor ID (UI or TIN) for best results.
- If entering a debtor name, enter in LAST FIRST format with no comma separating the two.
- To provide multiple search criteria, separate elements by commas.

## ACCESS

Chief Officer  
Entity Coordinator  
Entity User

### Viewing Claim Details

1. Locate the desired claim as described in *Searching for a Claim*, page 29.
2. Click the **Debtor ID** to open the Claim Details view for the individual claim.

#### Claim Details

##### Debtor Information

Debtor ID 0000012345	Debtor Name CLAUS SANTA
IW Number 05555555	Deduction Order Number 0000012345
Claim Amount \$605.36	Claiming Entity 70000 CITY OF CITY

##### Details

Claim Status I - Inactive

As Of 3/18/2014 11:59:00 PM

IW Date 3/29/2013

Region Test

Incurred from 11/11/2010

Debt Reason AU - UTILITY BILLING

Incurred To 4/12/2011

Confirmed 5/27/2011

Protest Date 1

Protest Date 2

Notification Type 01 Regular Mail

Hearing Type 01 Administrative

Outcome Type 01 No Hearing Requested

Claim Amount	\$605.36
Offset On Hold	\$0.00
Paid to Claiming Entity	\$605.36
Amount Refunded	\$0.00
Balance of Debt	\$0.00

##### Entity Debt Identifiers

Identifier 1

Identifier 2

Identifier 3

#### Remarks

Dec 19, 2013 04:43 PM By System	There has been a warrant (# ) issued for the amount of \$167.02, pertaining to CLAUS SANTA's debt (retroactively added).
Dec 19, 2013 04:43 PM By System	There has been a warrant (# ) issued for the amount of \$195.93, pertaining to CLAUS SANTA's debt (retroactively added).
Dec 19, 2013 04:43 PM By System	There has been a warrant (# ) issued for the amount of \$242.41, pertaining to CLAUS SANTA's debt (retroactively added).

Add Remark

### Adding Claims

There are two categories of new claims:

- **PreAdds:** The PreAdd process is necessary to identify the debtor when an entity does not file claims using the debtor tax identification number (TIN). PreAdd records are used to find the debtor by name and address. A third party service will attempt to identify your debtor. Matched records can then proceed through the Add process to file the debt itself. Records not matched cannot be added to the IOC offset program. However, they can be exported for additional research work. Note that all PreAdd options will be hidden in IDROP for entities who report by SSN.
- **Adds:** Add claims are used to file debts with the IOC. Add claims can be created from the match results of a PreAdd or by entities who file debts using the debtor's TIN. If you have the debtor TIN (FEIN or SSN), you will use only the Add process; PreAdd is not necessary.

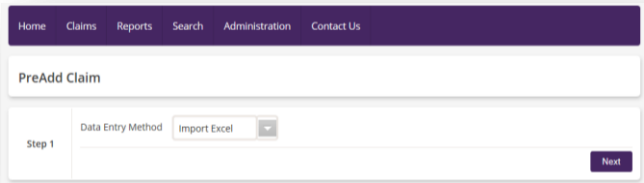
ACCESS
<i>Entities filing with Unique ID (Not SSN):</i> Chief Officer Entity Coordinator Entity User

#### Creating a PreAdd Claim

If you report debts by the debtor's tax ID (FEIN or SSN), PreAdd does not apply. Proceed with *Creating an Add Claim*, page 36.

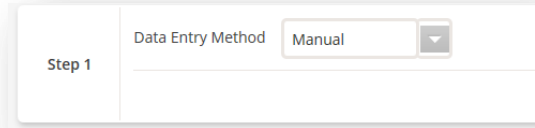
#### To Manually Create a PreAdd Claim

1. Select the **Claims | PreAdd** menu option. The system asks you to confirm your method of entry.



The screenshot shows a web application interface for creating a PreAdd claim. At the top is a navigation bar with links: Home, Claims, Reports, Search, Administration, and Contact Us. Below this is a header section titled 'PreAdd Claim'. The main content area is labeled 'Step 1' and contains a 'Data Entry Method' dropdown menu currently set to 'Import Excel'. A 'Next' button is visible in the bottom right corner of the form.

Select **Manual**, followed by the **Next** button.



This screenshot shows the same 'PreAdd Claim' form as the previous one, but the 'Data Entry Method' dropdown menu is now set to 'Manual'. The 'Next' button remains in the bottom right corner.

2. The system provides all fields necessary to manually enter debtor and debt information:

Debtor ID  Ⓢ Business Ⓢ Individual

Name  First Name  Last/Business Name

Address  Street  City  state  zipcode

**Debt Information**

Amount of Debt

Debt incurred From

Debt incurred To

Debt Confirmed

Step 2 Notification Type

Hearing Type

Outcome Type

Deduction Order Number

**Optional Entity Debt Identifiers**


Identifier 1

Identifier 2

Identifier 3

[Back to Step 1](#) [Next](#)


3. Enter claim details. All fields are required with the exception of the Optional Entity Debt Identifiers. These fields allow you to provide additional information which can assist you in identifying the specific claim, such as a ticket number, account number, address, etc.
4. When complete, click **Next**. The system will validate the information entered.

Step 4  No errors found. Your new PreAdd claim is ready to be saved.

[Back to Step 3](#) [Save](#)

5. If errors are found, return to the previous step and update the information. When no errors remain, click **Save**. A confirmation appears.

**PreAdd Claim**

 **Successful Notification**  
Successfully Add Pre Add Claim.

[Add Another](#) [Home](#)

6. You may select **Add Another** to create additional PreAdd claims for the current queue. Select **Home** to return to the entity home page.

Claims are added to the queue and await release by an authorized user for IOC processing. See *Submitting Claims*, page 53, for more information.

**Tips for Creating PreAdd Claims:**

PreAdd Claims involve filing information using a unique identifier for the debtor. The following notes may help you as you create and submit PreAdd debt claims.

- A Unique Identifier should identify the debtor and never be reassigned to another debtor.
- If a debtor already has debt on file (meaning the debtor has been processed previously as a PreAdd), it is not necessary to send that debtor through the PreAdd process a second time. You may proceed directly with the Add Process using the existing Unique Identifier for the debtor.

**To Import PreAdd Claims from an Excel File**

1. Select the **Claims | PreAdd** menu option. The system asks you to select your method of entry. **Note:** Files imported from Excel must strictly follow the established templates to avoid errors.

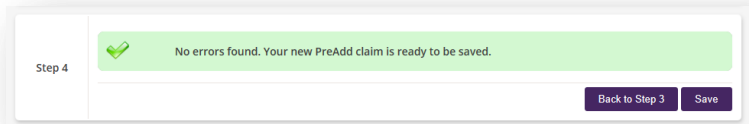
The screenshot shows a web application interface for '87610 - READING TOWNSHIP 87610'. At the top right, it says 'Welcome Chief Officer | Log Out'. Below this is a navigation bar with links: Home, Claims, Reports, Search, Administration, and Contact Us. The main heading is 'PreAdd Claim'. Underneath, there's a section for 'Step 1' with a 'Data Entry Method' dropdown menu currently set to 'Import Excel'. A 'Next' button is located at the bottom right of the step area.

Select **Import Excel**, followed by **Next**.

2. The system requires that you browse to and select the appropriate Excel file to import. Note that the filename of the import file cannot have been used in previous uploads; the filename must be unique.

The screenshot shows a web application interface for 'Upload Claims (ASCII)'. It's labeled 'Step 2'. There's a text input field for the filename and a 'Select' button next to it. At the bottom right, there are two buttons: 'Back to Step 1' and 'Verify'.

3. Click **Verify**. This applies business rules to the file to ensure all data is valid and properly formatted to prevent issues once reaching SAMS.



Step 4

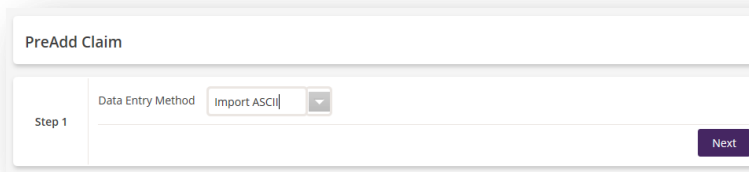
No errors found. Your new PreAdd claim is ready to be saved.

Back to Step 3 Save

4. Click **Save**. Claims are added to the queue, awaiting submission to IOC. See *Submitting Claims*, page 53, for more information.

#### To Import PreAdd Claims from an ASCII File

1. Select the **Claims | PreAdd** menu option. The system asks you to confirm your method of entry. Note: Files imported in ASCII format must strictly follow the established layout.



PreAdd Claim

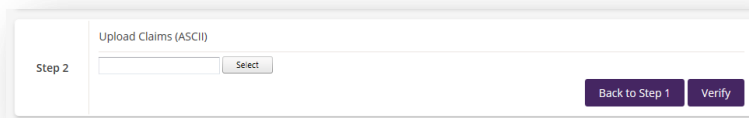
Step 1

Data Entry Method Import ASCII

Next

Select **Import ASCII**, followed by **Next**.

2. The system requires that you browse to and select the appropriate ASCII file to import.



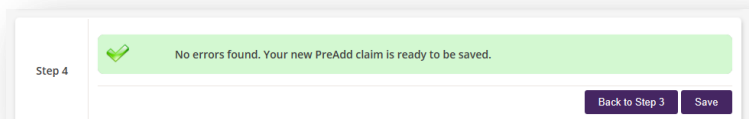
Upload Claims (ASCII)

Step 2

Select

Back to Step 1 Verify

3. Click **Verify**. This applies business rules to the file to ensure all data is valid and properly formatted to prevent issues once reaching SAMS.



Step 4

No errors found. Your new PreAdd claim is ready to be saved.

Back to Step 3 Save

5. Click **Save**. Claims are added to the queue, awaiting submission to IOC. See *Submitting Claims*, page 53, for more information.

**Tips for Importing  
ASCII Files:**

ASCII files must comply with the following rules for successful import:

- Strictly follow the required ASCII file layout (see *File Layouts*, page 67).
- Header records must contain the current date (date of the upload).
- Header records must reflect the correct Entity ID (Agency Code).
- The Entity ID reflected in the header record must match the Entity ID listed in each detail record within the file.

## ACCESS

Chief Officer  
Entity Coordinator  
Entity User

### Creating an Add Claim

#### From Matched PreAdd Records

To view and process the results of a submitted PreAdd file:

1. Select the **PreAdd Matches** tab from the Home page. A list of existing PreAdd match results appears. These are returned after each submission of PreAdd claims, displaying the results of the attempt to find the named debtors information on PreAdd match return.

The screenshot shows the 'PreAdd Matches' tab selected in a navigation bar. Below the navigation bar, there is a table with two columns: 'Entity' and 'As of Date'. The 'Entity' column contains the text '77711 - Test Local Entity Local Department'. The 'As of Date' column contains the text '08/08/2013 08:17 AM'. To the right of the 'As of Date' column, there are two links: 'Download' and 'Detail'.

2. Select the **Detail** link associated with the desired notification. A listing of the returned PreAdd results from that notification is displayed.

The screenshot shows the 'Detail' view of the PreAdd Matches tab. At the top, there are three tabs: 'Full Match', 'Partial Match', and 'No Match'. Below the tabs, there is a search bar labeled 'Debtor ID' with a 'Refine' button. Below the search bar, there is a table with five columns: 'Debtor ID', 'Debtor Info', 'Match Indicator', 'Partial Description', and 'Status'. The table contains one row with the following data: '0069856985', 'TODD WILSON, 17 WITHERS, SPRINGFIELD, IL 62704', 'Full Match', 'Not added', and 'Not added'. Below the table, there is a 'Page size' dropdown menu set to '1' and a 'Generate Add Claims' button.

3. Check the desired checkbox at left to select the claims to be placed in the Add Queue. Only those results with Full or Partial Match results can be selected.
4. When all desired claims have been selected, click **Generate Add Claims**.



From the selected records, the system will determine if all required information is present in the PreAdd claim record to allow the claim to be added to the system. The results of this evaluation may provide you with two options:

Generate Add Claims

77711 - Test Local Entity Local Department

Back to PreAdd Return Notification Details

Valid Pre Add Claims

1 claims

Generate Add Claims

Claims Requiring Additional Debt Information

1 claims

Download Template

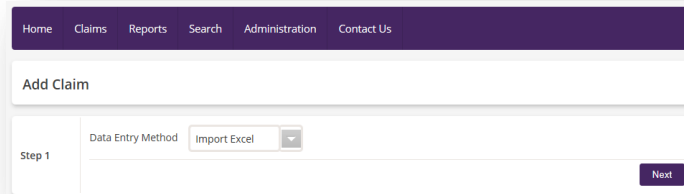
The **Valid PreAdd Claims** queue has all of the data necessary and requires no additional information. Proceed with Step 4.

The **Claims Requiring Additional Debt Information** queue requires you to provide additional details to allow the claims to be added to the system. These records can be downloaded to an Excel file which will be created in a format compatible for upload into the system (see the *Excel Add File Layout*, page 61). Update the missing information in the spreadsheet and proceed with *To Import Add Claims from an Excel File*, page 40.

- 5. Click **Generate Add Claims** to move selected claims to the Add queue where they will wait for an authorized user to submit the queue. Note that these claims are added to the queue, along with any existing claims pending submission.
- 6. Proceed with *Submitting Claims*, page 53.

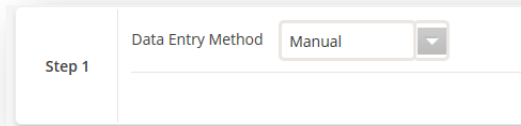
### To Manually Create an Add Claim

1. Select the **Claims | Add** menu option. The system asks you to confirm your method of entry.



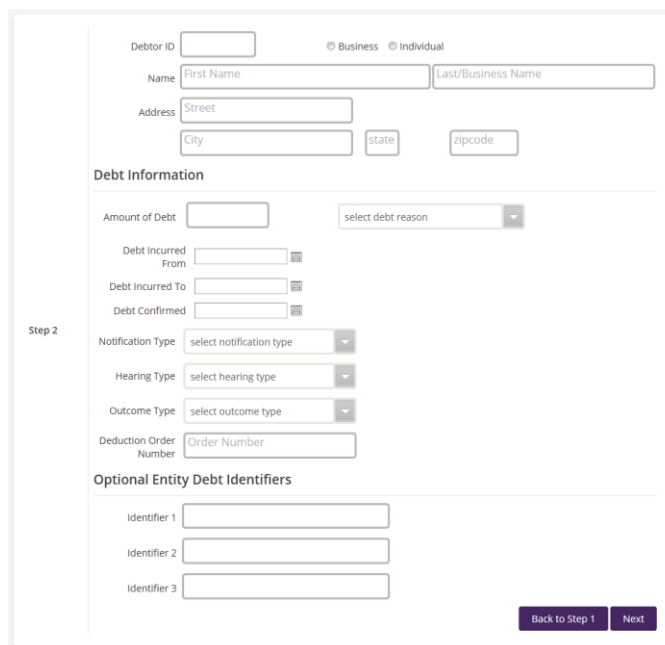
The screenshot shows the 'Add Claim' form. At the top is a navigation bar with links: Home, Claims, Reports, Search, Administration, and Contact Us. Below the navigation bar is the title 'Add Claim'. The form is divided into two sections. The first section, labeled 'Step 1', contains a 'Data Entry Method' dropdown menu currently set to 'Import Excel'. To the right of this section is a 'Next' button.

Select Manual Entry, followed by the **Next** key.



This screenshot shows the 'Add Claim' form, Step 1, with the 'Data Entry Method' dropdown menu set to 'Manual'. The 'Next' button is still present.

2. The system provides all fields necessary to manually enter debtor and debt information:

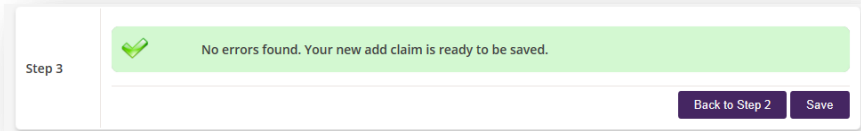


The screenshot shows the 'Add Claim' form, Step 2. The form is divided into several sections. The first section, labeled 'Step 2', contains fields for 'Debtor ID', 'Name' (First Name, Last/Business Name), 'Address' (Street, City, State, Zipcode), 'Debt Information' (Amount of Debt, Debt Incurred From, Debt Incurred To, Debt Confirmed, Notification Type, Hearing Type, Outcome Type, Deduction Order Number), and 'Optional Entity Debt Identifiers' (Identifier 1, Identifier 2, Identifier 3). At the bottom right are 'Back to Step 1' and 'Next' buttons.

3. Enter claim details. All fields are required with the exception of the debtor address and Optional Entity Debt Identifier fields. The optional identifier

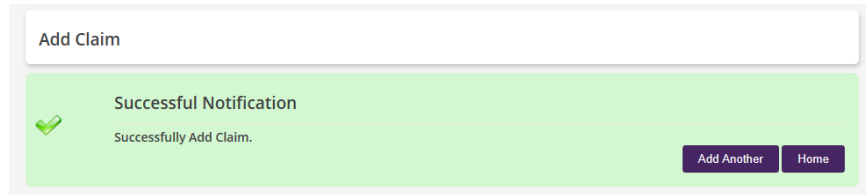
fields allow you to provide additional information which can assist you in identifying the specific claim, such as a ticket number, account number, address, etc.

4. When complete, click **Next**. The system will validate the information entered.



A screenshot of a web form interface. On the left, a vertical sidebar contains the text "Step 3". The main content area has a light green background with a green checkmark icon and the text "No errors found. Your new add claim is ready to be saved." At the bottom right of the main area, there are two buttons: "Back to Step 2" and "Save".

5. If errors are found, return to the previous step and update the information. When no errors remain, click **Save**. A confirmation appears.

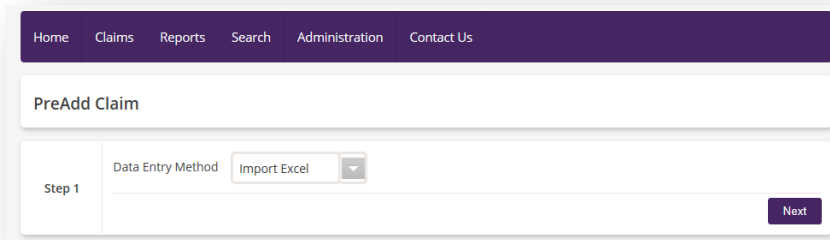


A screenshot of a web form interface. At the top, there is a header bar with the text "Add Claim". Below this, the main content area has a light green background with a green checkmark icon and the text "Successful Notification" and "Successfully Add Claim." At the bottom right of the main area, there are two buttons: "Add Another" and "Home".

6. You may select **Add Another** to create additional Add claims for the current queue or **Home** to return to the entity home view.

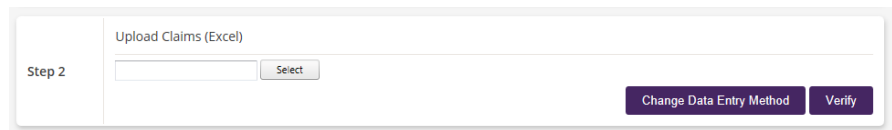
### To Import Add Claims from an Excel File

1. Select the **Claims | Add** menu option. The system asks you to confirm your method of entry.



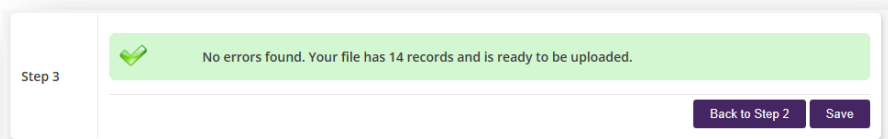
The screenshot shows the 'PreAdd Claim' interface. At the top is a navigation bar with links: Home, Claims, Reports, Search, Administration, and Contact Us. Below the navigation bar is a header section titled 'PreAdd Claim'. The main content area is divided into two sections. On the left, it says 'Step 1'. On the right, there is a 'Data Entry Method' dropdown menu with 'Import Excel' selected. A 'Next' button is located at the bottom right of the main content area.

Select **Import Excel**, followed by **Next**. Step 2 appears.



The screenshot shows the 'Upload Claims (Excel)' interface. On the left, it says 'Step 2'. The main content area has a title 'Upload Claims (Excel)' and a file selection area with a 'Select' button. At the bottom right, there are two buttons: 'Change Data Entry Method' and 'Verify'.

2. Browse to and select the appropriate import file.
3. Click **Verify**. This applies business rules to the file to ensure all data is properly formatted to prevent issues once reaching SAMS. If errors are found, they will be listed on the interface. All errors must be corrected for the file to successfully load. See *Resolving Import File Errors*, page 42 for more information. If no errors are found, a confirmation appears:

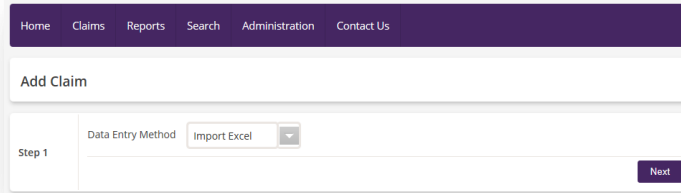


The screenshot shows the 'No errors found' confirmation message. On the left, it says 'Step 3'. The main content area has a green background with a checkmark icon and the text: 'No errors found. Your file has 14 records and is ready to be uploaded.' At the bottom right, there are two buttons: 'Back to Step 2' and 'Save'.

4. Click **Save**. Claims are added to the queue, awaiting submission to IOC.

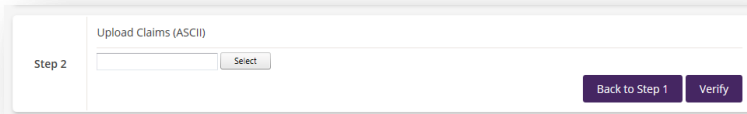
#### To Import Add Claims from an ASCII File

1. Select the **Claims | Add** menu option. The system asks you to select your method of entry.

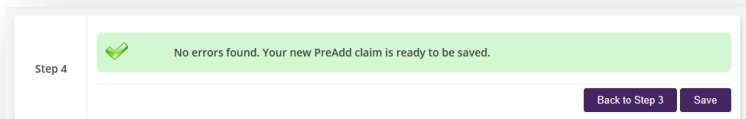


Select **Import ASCII**, followed by **Next**.

2. The system requires that you browse to and select the appropriate import file.



3. Click **Verify**. This applies business rules to the file to ensure all data is properly formatted to prevent issues once reaching SAMS. If errors are found, they will be listed on the interface. All errors must be corrected for the file to successfully load. See *Resolving Import File Errors*, page 42 for more information. If no errors are found, a confirmation appears:



4. Click **Save**. Claims are added to the queue, awaiting submission to IOC. See *Submitting Claims*, page 53, for more information.

#### Tips for Importing ASCII Files:

ASCII files must comply with the following rules for successful import:

- Strictly follow the required ASCII file layout (see *File Layouts*, page 56).
- Header records must contain the current date (date of the upload).
- Header records must reflect the correct Entity ID (Agency Code).
- The Entity ID reflected in the header record must match the Entity ID listed in each detail record within the file.

### Resolving Import File Errors

For any imported file (both PreAdd and Add using Excel or ASCII), the system applies a set of validation rules to the records to ensure they can be successfully processed once received by the Illinois Office of the Comptroller. If any records within a given file fail these validations, the entire file will not be loaded. Errors are listed near the bottom of the page.

### Viewing Errors

After verifying a file, any resulting errors are listed near the bottom of the screen.

The columned titled “Row” refers to the row number within the Excel spreadsheet or the line number within the ASCII text file. The Reason column identifies the nature of the problem.

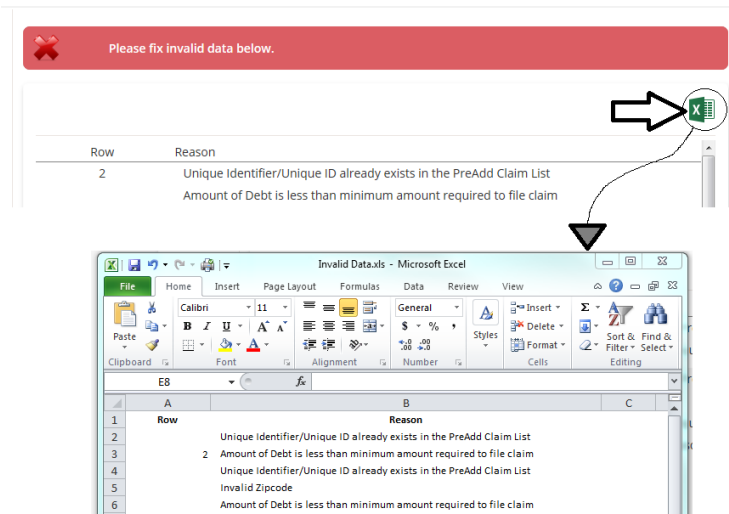
Please fix invalid data below.

Row	Reason
2	Unique Identifier/Unique ID already exists in the PreAdd Claim List Amount of Debt is less than minimum amount required to file claim
3	Unique Identifier/Unique ID already exists in the PreAdd Claim List Invalid Zipcode Amount of Debt is less than minimum amount required to file claim Reason For Debt does not match entity's debt reasons Invalid Notification Type Invalid Hearing Type Invalid Outcome Type Invalid Debt Incurred From date format Invalid Debt Incurred To date format Invalid Debt Confirmation Date format
4	Unique Identifier/Unique ID already exists in the PreAdd Claim List Debt Incurred To date cannot be before Debt Incurred From date
5	Unique Identifier/Unique ID already exists in the PreAdd Claim List Debt Confirmation Date cannot be before Debt Incurred To date
6	Unique Identifier/Unique ID already exists in the PreAdd Claim List

Back to Step 2

**Exporting the Error List**

In addition to viewing the listing, IDROP provides an option to export the error list to an Excel spreadsheet which can then be printed for your reference when resolving the issues.



## Changing Claims

### To Modify a Single Claim Record

1. Select the **Claims | Change** menu option. The Search Claim to Change option appears.
2. Search for the desired claim. You may search by Debtor ID, Name, IW Number, Status and Debt Confirmed Date. A list of claims matching the criteria appears.
3. Click the Debtor ID in the grid to view the claims details.

ACCESS

Chief Officer  
Entity Coordinator  
Entity User

Claim Details

Debtor Information

Debtor ID 326-01-4229 Debtor Name CLAUD SANTA  
IW Number 06060297 Deduction Order Number 4.00  
Claim Amount \$100.00 Claiming Entity 99888 OFFICE OF THE COMPTROLLER

Details Offset Consolidated Payment Protest Listing

Claim Status A - Active As Of 6/25/2014 11:59:00 PM  
IW Date 9/18/2013 Region Test  
Incurred from 4/1/2011 Debt Reason AX - TAX JUDGMENTS  
Incurred To 4/1/2012  
Confirmed 4/30/2012  
Protest Date 1  
Protest Date 2  
Notification Type 01 Regular Mail  
Hearing Type 01 Administrative  
Outcome Type 01 No Hearing Requested

Claim Amount \$100.00  
Offset On Hold \$0.00  
Paid to Claiming Entity \$0.00  
Amount Refunded \$0.00  
Balance of Debt \$100.00

Entity Debt Identifiers  
Identifier 1  
Identifier 2  
Identifier 3 Edit

Delete Change

Remarks

Jun 12, 2014 09:25 PM Claim submitted as change claim.  
By Chief Chandler  
Jun 12, 2014 03:25 PM Added claim to Change Queue for 99888 - EXAMPLE ENTITY.  
By Chief Chandler  
Dec 31, 2013 01:01 PM This is an entity comment.  
By Test Coordinator

Add Remark

4. Click the **Change** button to update the claim details. Fields which can be updated will be enabled for editing.



Confirm Claims for Change

Debtor ID 326-01-4229

CLAUUS SANTA

Address

City

State

ZipCode

Claim Status A - Active

IW Number 06060297

Claiming Entity 99888

Department Name SAMPLE DEPARTMENT

Incurring From 4/1/2011

Incurring To 4/1/2012

Confirmed 4/30/2012

Protest Date 1 (no date)

Protest Date 2 (no date)

Notification Type 01 Regular Mail

Hearing Type 01 Administrative

Outcome Type 01 No Hearing Requested

Deduction Order Number 4.00

As Of 6/25/2014 11:59:00 PM

Region Test

Debt Reason AX - TAX JUDGMENTS

Claim Amount	100.00
Offset On Hold	0.00
Paid to Claiming Entity	0.00
Balance of Debt	100.00
Increase Claim by	0.00
Decrease Claim by	0.00
Adjusted Balance of Debt	100.00

Remove from List

Reset

Add to Change Queue

- Enter changes for the claim. Note that changes to the debt amount via the Increase or Decrease claim by fields will adjust the balance of debt amount:

Claim Amount	100.00
Offset On Hold	0.00
Paid to Claiming Entity	0.00
Balance of Debt	100.00
Increase Claim by	0.00
Decrease Claim by	0.00
Adjusted Balance of Debt	100.00

- Click **Add to Change Queue** to save changes to the claim and add it to the pending Change queue, awaiting submission to IOC. When all changes have been added to the Queue, proceed with *Submitting a Claim*, page 53.

**To Modify Multiple Claim Records**

1. Select the **Claims | Change** menu option. The Search Claim to Change option appears.

Search Claim to Change

Debtor ID, Debtor Name, IW Number

Claim StatusAll Claim Statuses

Debt Confirmed Dates to

Search

2. Search for the desired claims. You may search by Debtor ID, Name, IW Number, Status and Debt Confirmed Date. A list of claims matching the criteria appears.

<input type="checkbox"/>	Debtor ID	Agency	Debtor Name	Reason	Debt Amount	Debt Confirmed	Status	
<input type="checkbox"/>	<a href="#">326015046</a>	70310 LAKE LAND COLLEGE	ACME INDUSTRIES	AA - CHICAGO PARKING TICKETS	\$626.60	02/21/2012	A	No change
<input type="checkbox"/>	<a href="#">326024159</a>	70310 LAKE LAND COLLEGE	EARHART AMELIA.	LR - LOCAL DEBT RECOVERY	\$985.23	02/21/2012	A	No change
<input type="checkbox"/>	<a href="#">711111111</a>	70310 LAKE LAND COLLEGE	CHANDLER JOHN	LR - LOCAL DEBT RECOVERY	\$1,510.41	09/18/2012	A	No change
<input type="checkbox"/>	<a href="#">326014229</a>	70310 LAKE LAND COLLEGE	CLAUS SANTA	LR - LOCAL DEBT RECOVERY	\$1,141.40	02/21/2012	A	No change

3. Select the checkboxes associated with the claims you wish to update.

4. Click **Change**. The first record of those selected appears for updating. A series of browse buttons is provided beneath the claim details, allowing you to access any of the selected claims.

Confirm Claims for Change

Debtor ID 7111111111

CHANDLER JOHN

Address

City

State

ZipCode

Claim Status A - Active

IW Number 05392863

Claiming Entity 70310

Department Name Testing

Incurred From 1/9/2012

Incurred To 5/4/2012

Confirmed 11/13/2012

Protest Date 1 (no date)

Protest Date 2 (no date)

Notification Type 01 Regular Mail

Hearing Type 01 Administrative

Outcome Type 01 No Hearing Requested

Deduction Type Local Entity

Deduction Order Number 0061058

Transmittal 8/15/2013

Region Test

Debt Reason LR - LOCAL DEBT RECOVERY

Claim Amount \$1,146.60

Offset On Hold 0.00

Paid to Claiming Entity 71.00

Balance of Debt 1,075.60

Increase Claim by 0.00

Decrease Claim by 0.00

Adjusted Balance of Debt 1,075.60

Reset

Add to Change Queue

Change page: 1 2 3 4

Page 1 of 4, Items 1 to 1 of 4.

5. Update the claim as desired, clicking **Add to Change Queue** for each claim. Then browse to the next claim requiring modification and repeat Steps 4 and 5 until all changes have been completed.

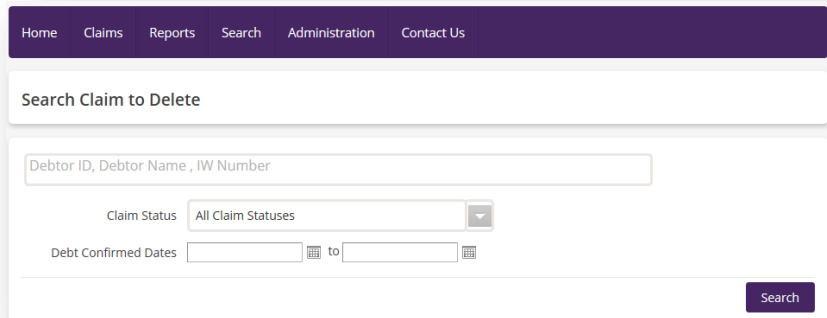
## ACCESS

Chief Officer  
Entity Coordinator  
Entity User

## Deleting Claims

### Deleting a Claim

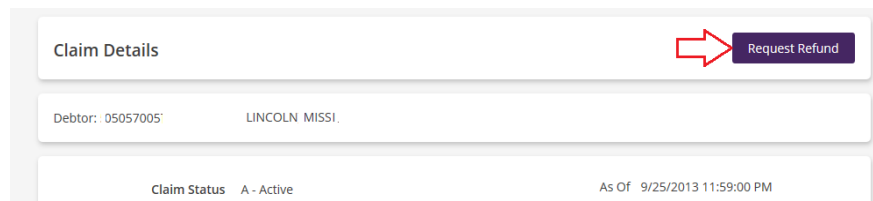
1. Select the **Claims | Delete** menu option. The Search Claims to Delete option appears.



2. Search for the claim, or group of claims, you wish to delete.
3. Select the desired claim(s) from the results and click **Delete**. The selected claims are added to the pending Delete queue.
4. Proceed with *Submitting Claims*, page 53.

### Requesting a Refund (*Local Claiming Entities Only*)

1. Search for the desired claim as described in *Searching for a Claim*, page 29.
2. From the Claim Detail view, select the **Request Refund** option.



3. A preformatted refund request email will be created, requiring you to provide additional information regarding the request:

Refund Request

Adjudicator
Adjudication Staff (LDRP-Adjudication@mail.ioc.state.il.us)

Subject
Claim [00004090] - [WILSON DON]

Refund Reason
-select reason -

Reason

Claim Amount	\$183.00	Paid to Claiming Entity	\$0.00
Offset On Hold	\$183.00	Balance of Debt	\$0.00

Refund Amount Requested
\$

*i*
This request to delete, if approved, will delete the current claim and refund the amount shown in Offset On Hold to the debtor.

Explain the reasoning for the claim deletion and request for a refund.

Send
Close

4. Complete the request and click send. An email is forwarded to the IOC adjudication team who will review your request and process the refund, if approved. A note will be placed on the claim details view, noting that a refund has been requested.

**Deleting and/or Refunding a Claim (State Claiming Entities Only)**

When a State claiming entity requests to delete a claim, by default, any offset amounts currently on hold for the claim will be automatically refunded to the debtor. It is also possible for users with submission authority to indicate that a refund should not be issued.

- 1. Search for the desired claim as described in *Searching for a Claim*, page 29.
- 2. Select the **Delete** option associated with the claim. The claim is added to the Confirm window. By default the Allow Refund checkbox is selected. To proceed with the deletion *without issuing a refund*, **clear** the Allow Refund checkbox for the claim.

IW Number	Agency	Debtor Name	Reason	Debt Amount	Debt Confirmed	Status	Refund
<a href="#">00808090</a>	00000 SAMPLE ENTITY	DOE JOHN	52	\$1,573.72	04/15/2013	H	<input checked="" type="checkbox"/>

[View Offsets](#)

BackAdd to Delete Queue

- 3. Select the **Add to Delete Queue** option The Refund Queue Process view appears.

Refund Queue Process

HomeClaim Search

IW Number [00808090](#)

Total Amount on Hold \$1,573.72

Refund Amount None defined.

Amount to be Paid to Entity \$1,573.72

Payee Address DOE JOHN  
123 EXAMPLE ST  
SAMPLE, IL 12345

Create Refund

- 4. Select **Create Refund**. Fields enable for entry of the refund details:

Refund Queue Process
Home
Claim Search

IW Number
00808090

Total Amount on Hold
\$1,573.72

Refund Amount
\$

Amount to be Paid to Entity
\$1,573.72

Payee Address
DOE JOHN  
123 EXAMPLE ST  
SAMPLE, IL 12345

New Payee Address

*i*
Refunds will be mailed to the offset address. If you want to send the refund to a different address, type the address below.

Save
Cancel

# 5. Enter refund information.

The **Refund Amount** is required and can be any amount up to but not greater than the Total Amount on Hold.

The **New Payee Address** fields are not required and allow you to define an address to which the refund will be distributed. If no address is provided, the refund is returned to the payee address noted. Note that if multiple offsets are being refunded which have multiple payee addresses, **each** refund will be sent to the associated payee address.

# 6. Click **Save**. The refund is added to the Pending Refund queue on your Entity Home Page. An authorized user must submit the queue of pending refunds to IOC for the refund to be processed.

Submissions
Daily Offset
Consolidated Payment
Protest Listing
Documents

Add Claims	\$0.00 / 0 pending claims	History
Change Claims	\$0.00 / 0 pending changes	History
Delete Claims	\$0.00 / 0 pending deletes	History
Refunds	<a href="#">\$1,000.00 / 1 pending refunds</a>	

## Submitting Claims

*The submission of claims is limited to users given the authority solely by the Chief Officer of the associated entity. The submission process includes the verification of the debt details and also the certification of debt.*

Submitting files to the IOC refers to the filing of eligible debt with the Office of the Comptroller for the purpose of offset against state issued payments.

In this Chapter...

- Submitting Claims
- Certifying Debt



## ACCESS

Chief Officer  
Authorized Deputies

## Submitting Claims

### Submitting a Queue of Pending Claims

In this procedure, the Add Claim queue is used as an example; however, the process is identical for all claim queues. Note that only users designated by the Chief Officer will have the option to submit. See *Authorizing Users to Submit*, page 24.

1. Access the entity home page to view the list of pending submissions.

The screenshot shows a web interface with a top navigation bar containing tabs: Submissions (active), PreAdd Matches, Daily Offset, Consolidated Payment, Protest Listing, and Documents. Below the navigation bar is a table with four rows representing different claim queues. Each row has a title, a status, and buttons for 'Submit' and 'History'.

Queue Name	Status	Buttons
PreAdd Claims	0 pending claims	History
Add Claims	\$3,936.30 / 4 pending claims	Submit, History
Change Claims	\$0.00 / 0 pending changes	History
Delete Claims	\$1,734.02 / 1 pending deletes	Submit, History

2. Click the **Submit** option associated with the desired file. A confirmation message appears, listing the amount and number of claims by user. This also verifies the environment into which you will be posting data, either Test of Production.

The screenshot shows a dialog box titled 'Add Claims Transmission Confirmation'. It contains an information icon and a message: '77711 - Test Entity is currently configured to submit its transmission to TEST'. Below the message is a section with a 'Select All' checkbox and a list of claims. The first claim is selected, showing '\$3,936.30 / 4 pending add claims submitted by Bruce Wayne'. A 'Continue' button is at the bottom right.

Add Claims Transmission Confirmation

*i* 77711 - Test Entity is currently configured to submit its transmission to TEST

☒ Select All

☒ \$3,936.30 / 4 pending add claims submitted by Bruce Wayne

Continue

3. Select the group of claims to be submitted. You can use the checkbox at the top of the listing to select all claims.
4. Select **Continue**. The agreement appears.

Add Claims Transmission Confirmation

77711 - Test Entity is currently configured to submit its transmission to TEST

Read the user agreement and certify before submitting add claims

- Each debtor has been sent a notice that a claim has been established against said person, thus giving the debtor the opportunity to appeal the determination of the existence and amount of the claims.
- No hearing was requested or a hearing was held and the result was that the claim was found to be valid in the amount referenced in the attached record.
- The date of the final determination of the debt for each claim was prior to the date of submittal of the claim to the Comptroller for offset purposes.

By submitting this file, you certify that:


All debts included on this file are in compliance with the applicable statutory and contractual requirements of the Illinois Office of the Comptroller. For legal enforcement purposes, these provisions

Do you agree and certify that the 4 claims selected, totaling \$3,936.30, can be submitted for offset?

☐ I certify

Back

- Select the **I Agree** or **I Certify** checkbox followed by **Confirm** (which appears only when the checkbox has been selected). A message appears, confirming the successful generation of the file. Note that the content of this message is based upon the type of file submitted.



Your Add claims has been transmitted to State Accounting Management System (SAMS). You will be notified when offset is made.

Home

ACCESS

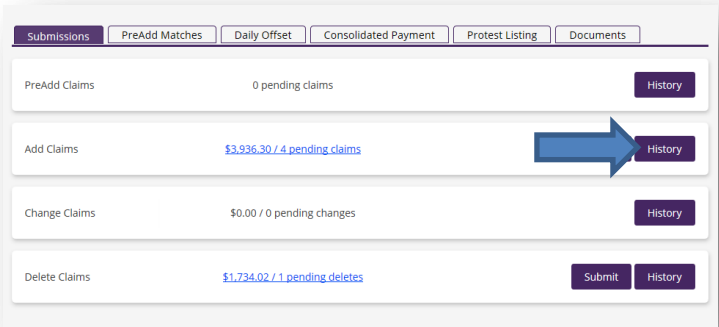
Chief Officer  
Entity Coordinator  
Entity User

Submission History

You can view the contents of a submitted file via the IDROP interface as described in *Viewing Submission History* below. This will list the claims included in the file, allowing you to view the certification of debt and the generated text file. Each time a submission takes place, a text file is generated which is used by the systems behind the scenes to transmit the claim data.

Viewing Submission History

- 1. From the entity home page, select the **History** button associated with the desired file type (i.e. PreAdd, Add, Change or Delete).



The Past Submissions view appears:

Transmittal Number	Transmittal Date	Record Count	Transmission	Submitted By	
0000000015	07/29/2013	2	Test	Chief Officer	Download
0000000014	07/26/2013	10	Test	Chief Officer	Download
0000000009	07/23/2013	11	Test	Chief Officer	Download
0000000005	07/22/2013	6	Test	Chief Officer	Download
0000000003	07/22/2013	20	Test	Chief Officer	Download

### Viewing an Individual Transmittal File Detail

1. Access the Submission History as described *Viewing Submission History*, page 55.
2. Click the Transmittal Number associated with the desired submission file to view its contents. The Transmittal Detail view appears.

The screenshot shows a web application interface for viewing transmittal details. At the top is a navigation bar with links: Home, Claims, Search, Administration, and Contact Us. Below this is a header section titled 'Add Transmission Details' with a button 'All Add Submissions'. The main content area is divided into two columns. The left column displays metadata: Entity (77711 - Test Local Entity Local Department), Submitted By (Bruce Wayne), Transmittal Number (0000000056), Transmittal Date (08/19/2013), and Total Debt Amount (\$3,936.30). The right column displays: Record Count (4), Transmission Test, Status (Generated), and File Code (IWMA). To the right of these columns is a sidebar with icons for 'Transmission', 'Debit Certificate', and a download icon. Below the metadata is a table with columns: Debtor ID, Name, Address, Debt Amount, Confirmed, Added by, and a 'Detail' link. The table contains five rows of debtor information. At the bottom left, there is a 'Page size: 10' dropdown, and at the bottom right, it says '4 items in 1 pages'.

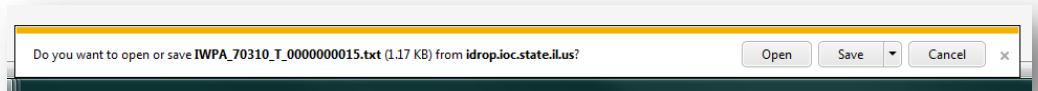
Debtor ID	Name	Address	Debt Amount	Confirmed	Added by	
6245862735	HILL LINDA A	208 S SIBLEY AVE, KANKAKEE, IL 60901	\$1,817.81	01/02/2013	Bruce Wayne	<a href="#">Detail</a>
6245986195	FAMILY MEDICINE	PO BOX 1668, CALUMET CITY, IL 60442/6668	\$54.32	10/02/2012	Bruce Wayne	<a href="#">Detail</a>
6245875081	CHANDLER BOBBIE M	419 S 11TH, BOWLING GREEN, MO 63354	\$1,947.95	01/02/2011	Bruce Wayne	<a href="#">Detail</a>
6245924465	IBRAHIM HASSAN	PO BOX 518, TINLEY PARK, IL 604770518	\$116.22	06/30/2012	Bruce Wayne	<a href="#">Detail</a>

3. If necessary, click the individual **Detail** link to view the specifics of a given claim within the file.

### Viewing the ASCII Text File

Each time a file is submitted to IOC, it is translated into a precise ASCII text file which is compatible with the Statewide Accounting Management Software (SAMS). This file is forwarded to SAMS for processing and is available from the transmittal history.

1. From the Submittal History view, select the download option associated with the desired file. The system displays a dialog box near the bottom of the view.



2. Select the desired option:
  - **Open** will display the text file in Notepad.
  - **Save** or **Save As** will allow you to download and store the file in a directory location you designate.
  - **Cancel** will return to the history view.

## Viewing the Certification of Debt

1. From the Transmission Detail view (See *Viewing an Individual Transmittal's Detail*, page 52), select the **Debt Certificate** link.

Add Transmission Details All Add Submissions

Entity [CITY OF SAMPLE](#)

Submitted By John Q. Adams  
Transmittal Number 0000000126  
Transmittal Date 09/17/2013  
Total Debt Amount \$250.00

Record Count 1  
Transmission Test  
Status Delivered  
File Code IWMA

[Debt Certificate](#)

Debtor ID	Name	Address	Debt Amount	Confirmed	Added by	
222-22-2222	Test Debtor		\$250.00	03/01/2012	CJ Chandler	<a href="#">Detail</a>

Page size: 10 1 items in 1 pages

2. The system prompts you to **Open** or **Save** the certificate.

Do you want to open or save IWMA\_COD\_70115\_T\_0000000056.pdf (42.9 KB) from idrop.loc.state.il.us?

Open Save Cancel

3. To view the certification, select **Open**. The form appears in PDF format:

STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA Illinois Debt Recovery Offset Portal Date: 08/19/2013

**Involuntary Withholding Tape/File Certification Form**

Claiming Entity Name TEST LOCAL ENTITY - 77711  
Tape #/File Name IWMA\_77711\_T\_0000000056.bt  
Record Count 4  
Dollar Amount \$3,936.30

**ADD TAPE/FILE**

- Each debtor has been sent a notice that a claim has been established against said person, thus giving the debtor the opportunity to appeal the determination of the existence and amount of the claims.
- No hearing was requested or a hearing was held and the result was that the claim was found to be valid in the amount referenced in the attached record.
- The date of the final determination of the debt for each claim was prior to the date of submittal of the claim to the Comptroller for offset purposes.

All debts included on this file are in compliance with the applicable statutory and contractual requirements the Illinois Office of the Comptroller. For local governmental entities, these provisions are defined by the State Comptroller Act [15 ILCS 405] and the Intergovernmental Agreement entered into between your entity and the Comptroller.

Authorized Signature Signature on File Date 08/19/2013

File Generated by:  
Bruce Wayne on 08/19/2013 at 01:10 PM  
From IP Address: 163.191.177.152

Claiming Entity TEST LOCAL ENTITY

## Notifications

### Types of Notifications

Notifications are provided to each entity with many of IOC's activities. For example, a notification of an offset is forwarded to you each time a payment is intercepted and any portion of a debt is recovered. Also, notifications are distributed when a payment is issued to the claiming entity.

#### ACCESS

Chief Officer  
Entity Coordinator  
Entity User

### Viewing Daily Offset Notifications

During the nightly cycle, a summary of offsets withheld for each entity is generated. This listing will be displayed on the Daily Offset tab of the entity home page.

1. Select the **Daily Offset** tab from the Entity Home page.

Submissions	Daily Offset	Consolidated Payment	Protest Listing	Documents								
<table><thead><tr><th>Offset Notification Date</th><th>Number of Offsets</th><th>Total Offset Amount</th><th>Notified</th></tr></thead><tbody><tr><td>10/3/2013 11:59:00 PM</td><td>8</td><td>\$2,214.17</td><td>✓</td></tr></tbody></table>					Offset Notification Date	Number of Offsets	Total Offset Amount	Notified	10/3/2013 11:59:00 PM	8	\$2,214.17	✓
Offset Notification Date	Number of Offsets	Total Offset Amount	Notified									
10/3/2013 11:59:00 PM	8	\$2,214.17	✓									
<div>Search Offset</div>												

2. Select the Number of Offsets for the desired offset date to view the individual offsets included in that offset amount.

Offset Notification Details

Entity [CITY OF SAMPLE](#)


Total Amount Withheld \$740.00

Offset Count 8

Offset Date 10/03/2013

Total Claim Amount \$2,214.17

Download



IW Number	Debtor	Offset Date	Order Number	Claim Amount	Fiscal Year	Amount Withheld
<a href="#">86055681</a>	THIRSTON HOWELL III	10/03/2013	AB0095006	\$104.78	14	\$104.78
<a href="#">86056549</a>	SANTA CLAUS	10/03/2013	A90901	\$604.78	14	\$80.22
<a href="#">86054819</a>	BRIAN ADAMS	10/03/2013	4200050 AB	\$431.02	14	\$185.00
<a href="#">86054815</a>	ELVIS PRESLEY	10/03/2013	90135015	\$10.47	14	\$10.47
<a href="#">86055118</a>	BENEDICT ARNOLD	10/03/2013	AB035042	\$10.47	14	\$10.47
<a href="#">86055679</a>	ABRAHAM LINCOLN	10/03/2013	90035005	\$10.47	14	\$10.47
<a href="#">86056547</a>	ACME INDUSTRIES	10/03/2013	AB0429	\$650.47	14	\$153.59
<a href="#">86054835</a>	MAE WEST	10/03/2013	120101003	\$391.71	14	\$185.00

**Viewing Consolidated Payment Notifications**

Each week, a payment is generated to entities that have offsets which have passed the 60-day protest period and as a result may be released to the claiming entity. All claims included in the weekly payment are listed in a Consolidated Payment Listing.

- 1. Select the **Consolidated Payment** tab from the Entity Home page.

Submissions

Daily Offset

Consolidated Payment

Protest Listing

Documents

Date	Transmittal Number	Transmittal Date	Accumulated Amount	Detail Count	Notified
9/26/2013 9:00:00 AM	8561000000	09/26/2013	\$250.00	1	

Search Consolidated Payment

- 2. Select the Detail Count for the desired payment to view the individual offsets included in that payment.

Consolidated Payment Notification Details

Entity [CITY OF SAMPLE](#)

As of Date 09/26/2013

Download

Accumulated Amount \$250.00

Payment Count 1

IW Number	Debtor	Order Number	Warrant Number	Amount	Offset Date
<a href="#">06060311</a>	TEST DEBTOR	TEST2222	AB0910527	\$250.00	09/24/2013

## APPENDICES

*The following documents are referenced within this user manual and will assist you in better understanding the operations of the Illinois Debt Recovery Office Portal (IDROP).*

**T**he following appendices are provided for your reference...

- File Layouts



## Excel File Layout

### Add File:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
	Individual Business Indicator	SSN/FEIN	First Name	Last Name	Business Name	Amount of Debt	Alternate Debt Identifier	Reason for Debt	Notification Type	Hearing Type	Outcome Type	Debt Incurred From	Debt Incurred To	Debt Confirmed Date	Debtor Name 2	Address	City	State	Zip	Optional Debt Identifier 1	Optional Debt Identifier 2	Optional Debt Identifier 3
1																						
2																						
3																						

### Add Excel Template Instructions

#### Notes:

- The first row of your spreadsheet will be ignored during processing. As a result, this row should contain headings or remain blank.
- Most Excel cell formatting settings are supported, however, it is recommended that you format the entire spreadsheet as TEXT to avoid potential import and validation errors.

Column	Heading Name	Field Size	Definition	Rules
A.	Individual/Business Indicator	10	Identifies the debtor as a person (SSN) or business (FEIN)	Accepts 'Individual' or 'Business' only All other values rejected
B.	SSN/FEIN	9	Debtor's SSN or FEIN	Requires 9 digits
C.	First Name	12	Debtor's First Name	Individual use only
D.	Last Name	18	Debtor's Last Name	Individual use only
E.	Business Name	30	Business Name	Business use only
F.	Amount of Debt	10	Total amount of debt to be placed on IOC systems	Must be greater than 9.99 Decimal required even if reporting a whole dollar amount Format as #####.## \$ or , permitted but not required
G.	Alternate Debt Identifier	10	An entity-defined descriptor of the debt	Required if reporting by TIN

Column	Heading Name	Field Size	Definition	Rules
			such as an account number, address, etc.	
H.	Reason for Debt	2	Code(s) provided by IOC	Requires a two-character code Code must be assigned to claiming entity in IDROP
I.	Notification Type	2	The method in which the debtor was notified of the delinquency: 01 – US Mail 02 – Certified Mail 03 – Oral Notification 04 – E-mail	Accepts only 01, 02, 03, or 04
J.	Hearing Type	2	The method offered to the debtor to review the delinquent debt: 01 – Administrative 02 – Face to Face (Conciliation) 03 – Civil Court	Accepts only 01, 02, or 03
K.	Outcome Type	2	The decision or result of the above hearing: 01 – No Hearing Requested 02 – Debt Confirmed at Hearing 03 – Civil Court Settlement	Accepts only 01, 02, or 03
L.	Debt Incurred From	10	Represents the date on which the debt began (MM/DD/YYYY) For example: <ul style="list-style-type: none"> <li>• A parking ticket, single fee or fine date</li> <li>• The start date of a lease agreement or municipal services</li> <li>• The start date of a semester or quarter for which tuition is due</li> </ul>	Validates month, day and year Must be equal or less than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required
M.	Debt Incurred To	10	Represents the end date of debt, to show duration of the debt (MM/DD/YYYY) For example: <ul style="list-style-type: none"> <li>• A parking ticket, single fee or fine date (may be same as start date)</li> </ul>	Validates month, day and year Must be equal or greater than Debt Incurred From Cannot be a future date Slashes (/) or dashes (-) permitted but not required

Column	Heading Name	Field Size	Definition	Rules
			<ul style="list-style-type: none"> <li>End of a lease agreement municipal services</li> <li>The end date of a semester or quarter for which tuition is due</li> </ul>	
N.	Debt Confirmed Date	10	<p>The date on which the debt is finally determined as currently due and payable, also referred to as the date of final determination. (MM/DD/YYYY) For example:</p> <ul style="list-style-type: none"> <li>The date of a hearing where the debt is confirmed or a settlement is reached</li> <li>The date the final notice of delinquency is provided to the debtor, such as a final notice of billing or termination of municipal services</li> </ul>	<p>Valid month, day and year Equal or greater than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required</p>
O.	Debtor Name 2		Currently not supported	
P.	Address		Currently not supported	
Q.	City		Currently not supported	
R.	State		Currently not supported	
S.	Zip		Currently not supported	
T.	Optional Debt Identifier 1		Entity-defined debt identification information	
U.	Optional Debt Identifier 2		Entity-defined debt identification information	
V.	Optional Debt Identifier 3		Entity-defined debt identification information	

### PreAdd File Layout:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
		Individual Business Indicator	Business Name	First Name	Last Name	Street Address	City	State Code	Zip Code	Amount of Debt	Reason for Debt	Notification Type	Hearing Type	Outcome Type	Debt Incurred From	Debt Incurred To	Debt Confirme d Date	Optional Debt Identifier 1	Optional Debt Identifier 2	Optional Debt Identifier 3
1	LR Unique ID																			
2																				

### PreAdd Excel Template Instructions

#### Notes:

- The first row of your spreadsheet will be ignored during processing. As a result, this row should contain headings or remain blank.
- Most Excel cell formatting settings are supported, however, it is recommended that you format the entire spreadsheet as TEXT to avoid potential import and validation errors.

Column	Heading Name	Field Size	Definition	Rules
A.	Debtor ID/Unique ID	10	A unique identifier assigned by the entity which identifies the debtor. This ID will be used by both IOC and the claiming entity in all communications	Cannot be more than 10 characters
B.	Individual/Business Indicator	10	Identifies the debtor as a person or business	Accepts 'Individual' or 'Business' only All other values rejected
C.	Business Name	40	Business Name	Business use only
D.	First Name	12	Debtor's First Name	Individual use only
E.	Last Name	18	Debtor's Last Name	Individual use only
F.	Street Address	35	Debtor's Street Address	Required
G.	City	20	Debtor's City	Required
H.	State Code	2	Debtor's State Code	Valid state abbreviation or 'FN' for (foreign nation)
I.	Zip Code	9	Debtor's Zip Code	Must be 5 or 9 digits Dash permitted but not required
J.	Amount of Debt	10	Total amount of debt to be placed on IOC systems.	Must be greater than 9.99 Decimal required even if reporting a whole dollar amount Format as #####.## \$ or , permitted but not required

Column	Heading Name	Field Size	Definition	Rules
K.	Reason for Debt	2	Code(s) provided by IOC	Must be a two-digit code Code must be assigned to claiming entity in IDROP
L.	Notification Type	2	The method in which the debtor was notified of the delinquency: 01 – US Mail 02 – Certified Mail 03 – Oral Notification 04 – E-mail	Accepts only 01, 02, 03, or 04
M.	Hearing Type	2	The method offered to the debtor to review the delinquent debt: 01 – Administrative 02 – Face to Face 03 – Civil Court	Accepts only 01, 02, or 03
N.	Outcome Type	2	The decision or result of the above hearing: 01 – No Hearing Requested 02 – Debt Confirmed at Hearing 03 – Civil Court Settlement	Accepts only 01, 02, or 03
O.	Debt Incurred From	10	Represents the date on which the debt began (MM/DD/YYYY) For example: <ul style="list-style-type: none"> <li>A parking ticket, single fee or fine date</li> <li>The start date of a lease agreement or municipal services</li> <li>The start date of a semester or quarter for which tuition is due</li> </ul>	Validates month, day and year. Must be equal or less than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required  Date of ticket
P.	Debt Incurred To	10	Represents the end date of debt, to show duration of the debt (MM/DD/YYYY) For example: <ul style="list-style-type: none"> <li>Final due date of the debt</li> <li>End of a lease agreement municipal services</li> <li>The end date of a semester or quarter for which tuition is due.</li> </ul>	Validates month, day and year Must be equal or greater than Debt Incurred From Cannot be a future date Slashes (/) or dashes (-) permitted but not required.

Column	Heading Name	Field Size	Definition	Rules
<b>Q.</b>	Debt Confirmed Date	10	<p>The date on which the debt is finally determined as currently due and payable, also referred to as the date of final determination (MM/DD/YYYY)</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• The date of a hearing where the debt is confirmed or a settlement is reached</li> <li>• The date the final notice of delinquency is provided to the debtor, such as a final notice of billing or termination of municipal services</li> </ul>	<p>Valid month, day and year</p> <p>Greater than Debt Incurred To</p> <p>Cannot be a future date</p> <p>Slashes (/) or dashes (-) permitted but not required</p>
<b>R.</b>	Optional Debt Identifier 1		Entity-defined debt identification information	
<b>S.</b>	Optional Debt Identifier 2		Entity-defined debt identification information	
<b>T.</b>	Optional Debt Identifier 3		Entity-defined debt identification information	

## ASCII File Layouts

### PreAdd File

<b>Description</b>	<p>This file layout should be utilized when providing the IOC with debtor records from the Local Claiming Entity receivables system to identify the debtor, if possible. The IOC will process the file and make a return file available that contains those debtors which were successfully identified.</p> <p>Once a full or partial match is made for a debtor, the pre-add process should not be used for the debtor again. The IOC will maintain a history of the Local Claiming Entity Unique Identifier.</p>
<b>Length</b>	300 bytes
<b>Format</b>	US-ASCII, fixed width
<b>File Name</b>	<ul style="list-style-type: none"> <li>Format is tttt_aaaaa_r_ttttttttt.txt               <ul style="list-style-type: none"> <li>tttt = "IWPA"</li> <li>aaaaa = Agency Number (see below)</li> <li>r = file region (P = Production; T = Test)</li> <li>ttttttttt = Transmittal Number (see below)</li> </ul> </li> <li>Underscores should be used between qualifiers</li> </ul>
<b>Technical Notes</b>	<ul style="list-style-type: none"> <li>All alpha characters must be submitted in UPPER CASE</li> <li>Punctuation is not allowed</li> <li>The only valid special character is "-" (hyphen); it should only be used in hyphenated last names</li> <li>Middle names or initials should NOT be provided</li> <li>All fields are required, unless <b>otherwise noted</b></li> <li>The IOC Name and Address (bytes 148-267) fields are for informational purposes only; do not use when building records for <b>Maintenance Add</b> files</li> </ul>

HEADER RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Header Type	1	1	X(1)	Valid value = 'H'
Transmittal Number	2	11	X(10)	LR number to identify the file contents
Transmittal Date	12	17	9(6)	Date of file transmittal (MMDDYY)
Agency Number	18	22	X(5)	Assigned five digit code from the IOC
Filler	23	300	X(278)	<b>MUST BE SPACES; reserved for IOC use</b>

## APPENDICES

DETAIL RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Unique Identifier	1	10	X(10)	Unique value that identifies the debtor to the Local Claiming Entity. <b>This value will be required on all debtor maintenance records; this value can only be used for one entity, it cannot be re-used.</b>
First Name	11	40	X(30)	Debtor's First Name. Must be spaces if a Business
Last (or Business) Name	41	80	X(40)	Debtor's Last (if Individual) or Business Name
Street Address	81	115	X(35)	Debtor's Street Address
City	116	135	X(20)	Debtor's City
State Code	136	137	X(2)	Debtor's State Code
Zip Code	138	146	X(9)	Debtor's Zip Code. Left-justify, space unused bytes Do not add hyphen before zip plus four, if provided
IOC Match Indicator	147	147	X(1)	Values are: F=Full Match P=Partial Address Match N=No Match <b>[SPACES; supplied on return file]</b>
IOC Name 1	148	177	X(30)	IOC Name 1 <b>[SPACES; supplied on return file]</b>
IOC Name 2	178	207	X(30)	IOC Name 2 <b>[SPACES; supplied on return file]</b>
IOC Address	208	237	X(30)	IOC Address <b>[SPACES; supplied on return file]</b>
IOC City	238	255	X(18)	IOC City <b>[SPACES; supplied on return file]</b>
IOC State	256	257	X(2)	IOC State Code <b>[SPACES; supplied on return file]</b>
IOC Zip	258	267	X(10)	IOC Zip Code. This field may contain hyphen, if provided by the state agency. <b>[SPACES; supplied on return file]</b>
IOC Partial Match Description	268	282	X(15)	Only populated if IOC Match Indicator = 'P' or 'N'. If 'P', values are: ADDRESS (exact name/partial address match), NAME (partial name/exact address match), NAME & ADDRESS (partial name/partial address match); if 'N', values are: CUST MISMATCH (name provided does not match our debtor file). <b>[SPACES; supplied on return file]</b>
Filler	283	300	X(18)	<b>SPACES; reserved for IOC use</b>

TRAILER RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Record Trailer Type	1	1	X(1)	Valid value = 'T'
Record Count	2	7	9(6)	Total count of all detail records
Filler	8	300	X(293)	<b>MUST BE SPACES; reserved for IOC use</b>



**Add File**

<b>Description</b>	This file layout should be utilized when providing the IOC with debtor maintenance add records for involuntary withholdings.
<b>Length</b>	300 bytes
<b>Format</b>	US-ASCII, fixed width
<b>File Name</b>	<ul style="list-style-type: none"> <li>Format is tttt_aaaaa_r_tttttttt.txt <ul style="list-style-type: none"> <li>tttt = "IWMA"</li> <li>aaaaa = Agency Number (see below)</li> <li>r = file region (P = Production; T = Test)</li> <li>tttttttt = Transmittal Number (see below)</li> </ul> </li> <li>Underscores should be used between qualifiers</li> </ul>
<b>Technical Notes</b>	<ul style="list-style-type: none"> <li>All alpha characters must be submitted in UPPER CASE</li> <li>Punctuation is not allowed</li> <li>The only valid special character is "-" (hyphen); it should only be used in hyphenated last names</li> <li>Middle names or initials should NOT be provided</li> <li><b>All fields are required</b>, unless otherwise noted</li> </ul>

<b>HEADER RECORD</b>				
<b>DATA ELEMENT</b>	<b>FROM</b>	<b>THRU</b>	<b>PICTURE</b>	<b>COMMENTS</b>
Header Type	1	1	X(1)	Valid Value = 'H'
Transmittal Number	2	11	X(10)	LR number to identify the file contents
Transmittal Date	12	17	X(6)	Date of Transmittal (MMDDYY)
Agency Number	18	22	X(5)	Five-digit code assigned by the IOC
Filler	23	300	X(278)	MUST BE SPACES; Reserved for IOC use

DETAIL RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
SSN/FEIN/Unique Identifier	1	10	X(10)	SSN (Individual) [byte 10 = 1] or, FEIN (Business) [byte 10 = 2] or, Unique Identifier assigned by the entity
Claiming Agency	11	15	X(5)	Assigned five digit code from the IOC
Filler	16	21	X(6)	MUST BE SPACES; Reserved for IOC use
Reason for Debt	22	23	X(2)	Valid values from DBRC table.
Filler	24	27	X(4)	MUST BE SPACES; Reserved for IOC use
Amount of Debt	28	36	9(7)v99	Total amount of debt to be placed on IOC systems. Must be zero filled and right justified. Decimal place is assumed, DO NOT provide decimal point.
Debtor Name	37	66	X(30)	Debtor's Name ((Last First) or Business). Compress Last and First or Business name into the available bytes.
Claimant Name	67	96	X(30)	Name of the Local Claiming Entity division
Deduction Type	97	97	X(1)	Value = '6' if it is local and Value='2' if it is state entity
Deduction Order Number	98	107	X(10)	If using Unique Identifier, this field is reserved for IOC use, leave blank If providing SSN/FEIN, field is entity-defined and IDROP should Insert ALT DET ID column G in the spreadsheet
Filler	108	132	X(25)	MUST BE SPACES; Reserved for IOC use
IW Number	133	140	X(8)	MUST BE SPACES; Reserved for IOC use
Notification Type	141	142	X(2)	See Notification Type table in this file layout
Hearing Type	143	144	X(2)	See Hearing Type table in this file layout
Outcome Type	145	146	X(2)	See Outcome Type table in this file layout
Date Debt Confirmed	147	152	X(6)	Date debt confirmed (MMDDYY)
Date Debt Incurred – From	153	158	X(6)	Begin date of debt incurred (MMDDYY)
Date Debt Incurred – To	159	164	X(6)	End date of debt incurred (MMDDYY)
Filler	165	165	X(1)	MUST BE SPACES; Reserved for IOC use
Federal Notification Indicator	166	166	X(1)	"Y" or "N"
Filler	167	180	X(14)	MUST BE SPACES; Reserved for IOC use
Debtor Name 2	181	210	X(30)	Currently not using
Debtor Address	211	230	X(20)	
Debtor City	231	248	X(18)	

<b>DETAIL RECORD</b>				
<b>DATA ELEMENT</b>	<b>FROM</b>	<b>THRU</b>	<b>PICTURE</b>	<b>COMMENTS</b>
Debtor State	249	250	X(2)	
Debtor Zip	251	260	X(10)	
Filler	261	300	X(40)	Must be spaces IOC Use Only

TRAILER RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Record Trailer Type	1	1	X(1)	Enter a 'T'
Accumulated Detail Amount	2	13	9(10)v9 9	Total amount of all detail records. Decimal place is assumed, DO NOT provide decimal point.
Detail Count	14	19	9(6)	Total count of all detail records Must be zero filled and right justified
Filler	20	300	X(281)	MUST BE SPACES; Reserved for IOC use

Notification Type	
<i>How was the debtor notified by the claiming entity that the debt was due and payable?</i>	
Value	Description
01	REGULAR MAIL
02	CERTIFIED MAIL
03	VERBAL
04	EMAIL

Hearing Type	
<i>What type of hearing was offered to the debtor?</i>	
Value	Description
01	ADMINISTRATIVE
02	CONCILIATION
03	CIVIL COURT

Outcome Type	
<i>What was the resolution (outcome) of the hearing offered to the debtor?</i>	
Value	Description
01	NO HEARING REQUESTED BY THE DEBTOR
02	DEBT CONFIRMED AT HEARING
03	CIVIL COURT SETTLEMENT